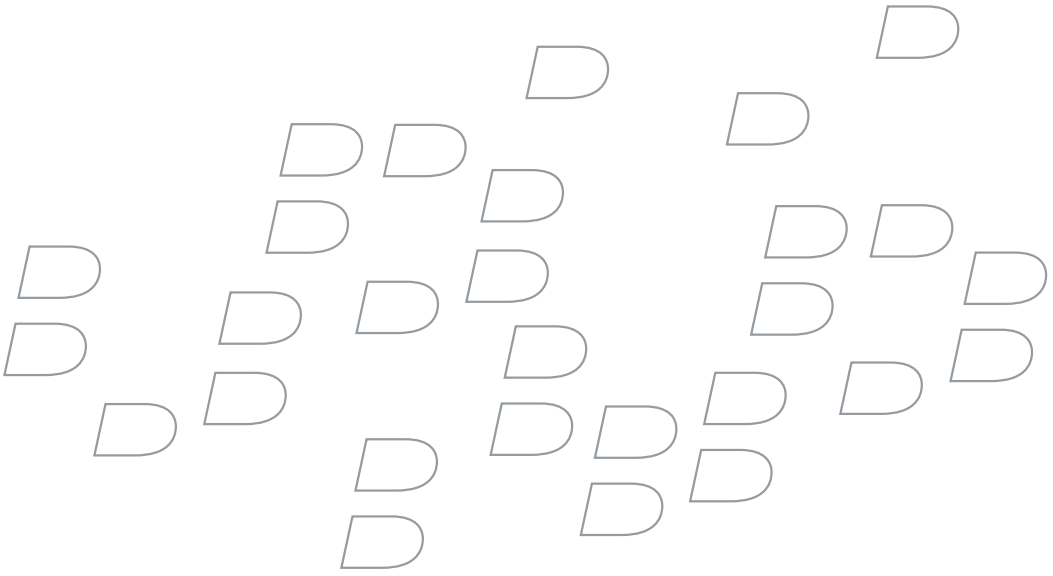

# BlackBerry 7130e

## Version 4.1

## User Guide

BlackBerry 7130e Model Number: RAV20CN

Last modified: 15 August 2005

Part number: SWD_X_HH(EN)-069.000

At the time of publication, this documentation is based on BlackBerry Handheld Software version 4.1.

Send us your comments on product documentation: https://www.blackberry.com/DocsFeedback.

©2005 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images, and symbols are the exclusive properties of Research In Motion Limited. RIM, Research In Motion, "Always On, Always Connected", the "envelope in motion" symbol, and BlackBerry are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Research In Motion Limited is under license. IBM, Lotus, Domino, and Lotus Notes are either registered trademarks or trademarks of International Business Machines Corporation in the United States, other countries, or both. JavaScript is a trademark of Sun Microsystems, Inc. in the United States and other countries. Microsoft, Outlook, PowerPoint, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Novell and GroupWise are either registered trademarks or trademarks of Novell, Inc. in the United States and other countries. vCard and vCalendar are either registered trademarks or trademarks of the Internet Mail Consortium. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners.

The BlackBerry device and/or associated software are protected by copyright, international treaties and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in various countries around the world. Visit www.rim.com/patents.shtml for a current listing of applicable patents.

This document is provided "as is" and Research In Motion Limited and its affiliated companies ("RIM") assume no responsibility for any typographical, technical or other inaccuracies in this document. RIM reserves the right to periodically change information that is contained in this document; however, RIM makes no commitment to provide any such changes, updates, enhancements or other additions to this document to you in a timely manner or at all. RIM MAKES NO REPRESENTATIONS, WARRANTIES, CONDITIONS OR COVENANTS, EITHER EXPRESS OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, MERCHANTABILITY, DURABILITY, TITLE, OR RELATED TO THE PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE REFERENCED HEREIN OR PERFORMANCE OF ANY SERVICES REFERENCED HEREIN). IN CONNECTION WITH YOUR USE OF THIS DOCUMENTATION, NEITHER RIM NOR ITS RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES OR CONSULTANTS SHALL BE LIABLE TO YOU FOR ANY DAMAGES WHATSOEVER BE THEY DIRECT, ECONOMIC, COMMERCIAL, SPECIAL, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR INDIRECT DAMAGES, EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS REVENUE OR EARNINGS, LOST DATA, DAMAGES CAUSED BY DELAYS, LOST PROFITS, OR A FAILURE TO REALIZE EXPECTED SAVINGS.

This document might contain references to third party sources of information, hardware or software, products or services and/or third party web sites (collectively the "Third-Party Information"). RIM does not control, and is not responsible for, any Third-Party Information, including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third-Party Information. The inclusion of Third-Party Information in this document does not imply endorsement by RIM of the Third Party Information or the third party in any way. Installation and use of Third Party Information with RIM' s products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. Any dealings with Third Party Information, including, without limitation, compliance with applicable licenses and terms and conditions, are solely between you and the third party. You are solely responsible for determining whether such third party licenses are required and are responsible for acquiring any such licenses relating to Third Party Information. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use Third Party Information until all such applicable licenses have been acquired by you or on your behalf. Your use of Third Party Information shall be governed by and subject to you agreeing to the terms of the Third Party Information licenses. Any Third Party Information that is provided with RIM' s products and services is provided " as is" . RIM makes no representation,

warranty or guarantee whatsoever in relation to the Third Party Information and RIM assumes no liability whatsoever in relation to the Third Party Information even if RIM has been advised of the possibility of such damages or can anticipate such damages.

Licensed by QUALCOMM Incorporated under one or more of the following United States Patents and/or their counterparts in other nations:

4,901,307, 5,490,165, 5,056,109, 5,504,773, 5,101,501, 5,506,865, 5,109,390, 5,511,073, 5,228,054, 5,535,239, 5,267,261, 5,544,196, 5,267,262, 5,568,483, 5,337,338, 5,600,754, 5,414,796, 5,657,420, 5,416,797, 5,659,569, 5,710,784, 5,778,338

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Published in Canada

# Contents


1 Enterprise activation ..... 7
2 Phone ..... 9
3 Email messages ..... 17
4 PIN messages ..... 23
5 SMS messages ..... 25
6 MMS messages ..... 27
7 Search ..... 31
8 Attachments ..... 33
9 Synchronizing data ..... 37
10 Backing up and restoring device data ..... 39
11 Typing ..... 41
12 Browser ..... 45
13 Downloading ..... 49
14 Contacts ..... 51
15 Calendar ..... 55
16 Tasks ..... 59
17 Memos ..... 61
18 Alarm ..... 63
19 Calculator ..... 65
20 Bluetooth ..... 67
21 Date and time ..... 69
22 Profiles ..... 71
23 Screen display ..... 75

24 Language ..... 77
25 Power and battery ..... 79
26 Network coverage ..... 81
27 Security ..... 83
28 Third-party program control ..... 89
29 BrickBreaker ..... 93
30 Service books ..... 95
31 Frequently asked questions ..... 97
32 General – frequently asked questions ..... 99
33 Phone – frequently asked questions ..... 101
34 Email and PIN messages – frequently asked questions ..... 103
35 SMS messages – frequently asked questions ..... 109
36 MMS messages – frequently asked questions ..... 111
37 Attachments – frequently asked questions ..... 113
38 Synchronization – frequently asked questions ..... 117
39 Browser – frequently asked questions ..... 121
40 Contacts – frequently asked questions ..... 125
41 Calendar – frequently asked questions ..... 127
42 Bluetooth – frequently asked questions ..... 129
43 Security – frequently asked questions ..... 131
44 Shortcuts ..... 133
45 Legal notice ..... 135
Index ..... 137

1

# Enterprise activation

About enterprise activation

Activate the device over the wireless network

Verify activation status

## About enterprise activation

Use the enterprise activation feature to integrate your BlackBerry® device with your corporate Microsoft® Outlook®, IBM® Lotus Notes®, or Novell® Groupwise® email account if you have access to a BlackBerry Enterprise Server™ version 4.0 or later. You can also use the enterprise activation feature to load or restore device data that is saved as part of an automatic wireless backup, personal information management synchronization, or wireless email reconciliation.

If you have access to a BlackBerry Enterprise Server version 4.0 or later, and Enterprise Activation does not appear in the device options, verify with your service provider that your device is provisioned for enterprise activation. If your device is provisioned for the service and the option does not appear, contact your system administrator.

If you do not have access to a BlackBerry Enterprise Server version 4.0 or later, see the printed documentation that accompanied your device for more information about integrating your device with an email account.

## Activate the device over the wireless network

1. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network.
2. In the device options, click **Advanced Options.**
3. Click **Enterprise Activation.**
4. Type your corporate email address and the password provided to you by your system administrator.
5. Click the trackwheel.
6. Click **Activate.**

### Note:

Limit the use of your BlackBerry® device until enterprise activation is complete.

### Related topic

Why are some messages already on my device? (See page 104.)

## Verify activation status

If the BlackBerry® device has not yet been activated, or you are upgrading your software, Enterprise Activation might appear on the Home screen. Click **Enterprise Activation** to check the activation status.

If Enterprise Activation does not appear on the Home screen, in the device options, click **Enterprise Activation** to check the activation status.

2

# Phone


Find your phone number

Make phone calls

Make emergency calls

Turn on A-GPS support

Change the privacy setting for location-based services

Acquire the GPS position of your device

Make calls using speed dial

Check voice mail

Answer calls

Alternate between calls

Mute calls

Adjust the phone volume

Turn on and off speakerphone

Use other programs during calls

Dial using letters

Make three-way calls

Assign speed dial numbers to keys

Log calls

Forward calls

Set automatic volume control

Set default country and area codes

Set corporate extension dialing

Set voice mail options

Set the TTY option

Set the default call volume

Set voice privacy change alert

Reset call timers

Phone shortcuts

Phone – frequently asked questions


## Find your phone number

In the phone, the My Number field displays your phone number.

## Make phone calls

On the Home screen, type a phone number. Press the **Send** key. To end the call, press the **End** key.

### Notes:

Press the **Send** key on any screen to open the phone.

Select a contact, call log, or phone number link on any screen and press the **Send** key to make a call.

### Related topics


Add pauses or waits (See page 53.)

Can I use the phone when the device or keyboard is locked? (See page 101.)


## Make emergency calls

You should be able to make emergency calls even if your BlackBerry® device is locked. If your device is not connected to the wireless network, it should connect automatically when the emergency call is initiated.

To make an emergency call, perform one of the following actions:

- **Unlocked keyboard or device:** In the phone, type the emergency number. Press the **Send** key.

- **Locked keyboard or device:** Click the trackwheel. Click **Emergency Call.** Click **Yes.**

**Note:**
Emergency calls can only be made to official emergency access numbers, for example 911 in North America.

**Related topics**

Turn on A-GPS support (See page 10.)

About Emergency Callback Mode (See page 11.)

## About A-GPS support

Depending on your service provider, your BlackBerry® device might be enabled with Assisted Global Positioning System (A-GPS) support.

If your device is enabled with A-GPS support, an emergency operator should be able to estimate your location when you make an emergency call or when your device is in Emergency Callback Mode.

## Turn on A-GPS support

In the device options, click **Advanced Options.** Perform one of the following actions:

- To turn on and off A-GPS support for emergencies, click **Location Based Services.** Set the **GPS Services** field to **911 Only/Location Off** or **Location Off/Location On** (depending on your service provider).
- To enable an operator to estimate your location at other times (subject to A-GPS limitations), set the **GPS Services** field to **Location On.**

**Warning:**
In an emergency, always provide detailed information about your location to the emergency operator. Because of certain limitations in A-GPS technology and emergency infrastructure, the emergency operator might not be able to estimate your location using only A-GPS information.

**Related topics**

About A-GPS support (See page 10.)

About Emergency Callback Mode (See page 11.)

## About location-based services

The privacy setting for location-based services controls whether programs on your BlackBerry® device can use the GPS position of your device. For example, a program could use the GPS position of your device to give you driving directions. Contact your service provider for the availability of location-based services.

## Change the privacy setting for location-based services

To set the privacy level for location-based services on your BlackBerry® device, in the device options, click **Advanced Options.** Click **Location Based Services.** Perform one of the following actions:

- To be prompted each time a location-based service program wants to use the GPS position of your device, set the **Privacy Setting** field to **By Permission.** Click the trackwheel. Click **Save.**
- To prevent location-based service programs from using the GPS position of your device, set the **Privacy Setting** field to **Restricted.** Click the trackwheel. Click **Save.**
- To allow location-based service programs to use the GPS position of your device, set the **Privacy Setting** field to **Unrestricted.** Click the trackwheel. Click **Save.**

**Note:**
If you set the privacy level for location-based services on your device to By Permission or Restricted, and you make an emergency call from your device, an emergency operator should still be able to estimate your approximate location (subject to A-GPS limitations).

### Related topics

About location-based services (See page 10.)

Acquire the GPS position of your device (See page 11.)

## Acquire the GPS position of your device

Your BlackBerry® Global Positioning System (GPS) location is determined using information from GPS satellites, and it is expressed as a longitude and latitude. To acquire your BlackBerry satellite position, in the device options, click **Advanced Options.** Click **Location Based Services.** Click the trackwheel. Click **Refresh GPS.**

### Note:

If you cannot acquire your BlackBerry satellite position by clicking Refresh GPS, try again when your BlackBerry device is exposed to a wide area of open sky.

### Related topics

About A-GPS support (See page 10.)

About location-based services (See page 10.)

Change the privacy setting for location-based services (See page 10.)

## About Emergency Callback Mode

When you end an emergency call, the BlackBerry® device should enter Emergency Callback Mode. This mode enables the operator to call you back or determine your approximate location. Depending on your service provider, Emergency Callback Mode is active for five minutes or is canceled when you make a non-emergency call.

In Emergency Callback Mode, you cannot send and receive messages or browse web pages.

Your device exits Emergency Callback Mode at any time if you make a non-emergency call.

### Note:

To exit Emergency Callback Mode manually, click the trackwheel. Click **Exit Emergency Callback Mode.**

## Make calls using speed dial

In the phone, hold the key that is assigned to the contact or phone number.

### Note:

You can also use speed dial to make a phone call on the Home screen or in the messages list.

### Related topics

Assign speed dial numbers to keys (See page 12.)

Change speed dial numbers (See page 13.)

## Check voice mail

In the phone, click the trackwheel. Click **Call Voicemail.**

## Answer calls

To answer a call, click **Answer.** If you do not want to answer a call, click **Ignore.**

If you are already connected to a call and you receive another call, click **Answer - Hold Current.**

To end a call, press the **End** key.

### Note:

You can also press the **Send** key to answer a call. If you are already connected to a call and you receive another call, press the **Send** key to place the current call on hold and answer the incoming call.

### Related topics

Can I use the phone when the device or keyboard is locked? (See page 101.)

Use Bluetooth wireless technology during a call (See page 68.)

## Alternate between calls

During a call, if you receive an incoming call, click **Answer - Hold Current.** Click the trackwheel. Click **Flash** to alternate between calls.

### Notes:

You must subscribe to a call waiting service to alternate between calls.

You can also press the **Enter** key to alternate between calls.

## Mute calls

To mute a call, click the trackwheel. Click **Mute.** To turn mute off, click the trackwheel. Click **Turn Mute Off.**

## Adjust the phone volume

To increase the volume, during a call, roll the trackwheel up. To decrease the volume, roll the trackwheel down.

## Turn on and off speakerphone

To turn on speakerphone, during a call, click the trackwheel. Click **Activate Speakerphone.**

To turn off speakerphone, during a call, click the trackwheel. Click **Activate Handset.**

### Warning:

Do not hold the BlackBerry® device near your ear while you use speakerphone. Hearing damage can occur. See the *BlackBerry Safety Information Booklet* for more information about using speakerphone safely.

### Related topic

Use Bluetooth wireless technology during a call (See page 68.)

## Use other programs during calls

To use other device programs during a call, click the trackwheel. Click **Home Screen.**

## Dial using letters

To type letters when dialing a phone number, use the multi-tap input method. Hold the **Alt** key. To type the first letter on the key, press the key once. To type the second letter on the key, press the key twice.

### Note:

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

## Make three-way calls

1. During a call, click the trackwheel.
2. Click **3-Way Call.**
3. Type a phone number or click a contact.
4. Press the **Enter** key twice.
5. During the second call, click the trackwheel.
6. Click **Flash.**

### Notes:

The Active Call screen shows that you are only connected to the second contact even though you are connected to both calls.

To disconnect from the second contact, click the trackwheel. Click **Flash.**

### Related topic

Can I make three-way calls? (See page 101.)

## Assign speed dial numbers to keys

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List.**
3. Click an unassigned key.

4. Click **New Speed Dial.**
5. Click a contact.
6. Click **Add Speed Dial To <contact name>.**

**Note:**
To assign a contact or phone number from the phone to a speed dial key, select a contact or phone number. Hold an unassigned key. Click **OK.**

**Related topic**

Change speed dial numbers (See page 13.)

## Change speed dial numbers

In the phone, click the trackwheel. Click **View Speed Dial List.** Click a contact or phone number. Perform one of the following actions:

- To change the contact that is assigned to a speed dial key, click **Edit.** Click a new contact. Click **Add Speed Dial To <contact name>.**
- To assign the contact to a different speed dial key, click **Move.** Roll the trackwheel to move the contact. Click the trackwheel.
- To delete a contact from the speed dial list, click **Delete.**

## About call logs

Call logs appear when you open the phone. Missed call logs also appear in the messages list.

## Log calls

To set whether call logs appear in the messages list, in the phone options, click **Call Logging.** Select the call log type that you want to appear in the messages list. Press the **Space** key.

If you do not want any call logs to appear in the messages list, select **None.** Press the **Space** key.

**Related topics**

About call logs

Manage call logs (See page 13.)

Can I set the phone to display frequently called numbers? (See page 102.)

How do I change how long messages and phone call logs remain in the messages list? (See page 106.)

## Manage call logs

In the phone, or in the messages list, open a call log. Click the trackwheel. Perform one of the following actions:

- To add notes to the call log, click **Add Notes.**
- To edit call log notes, click **Edit Notes.**
- To forward call log notes, click **Forward.**
- To delete call log notes, in the open call log, click the trackwheel. Click **Edit Notes.** Click the trackwheel. Click **Clear Field.**

## Forward calls

1. In the phone options, click **Call Forwarding.**
2. Click the type of calls to forward.
3. Click **Do Not Forward** or the current forwarding phone number.
4. Click **Change Number.**
5. Click a forwarding phone number.
6. Click the trackwheel.
7. Click **Save.**

**Note:**
Before you enable call forwarding, verify that your service provider supports this feature, and that you have call forwarding phone numbers added. Contact your service provider for more information.

### Related topics

Add call forwarding phone numbers (See page 14.)

Delete call forwarding phone numbers (See page 14.)

Can I use call forwarding? (See page 102.)

How do I edit the phone number to which my calls are forwarded? (See page 102.)

## Add call forwarding phone numbers

1. On the Call Forwarding screen, click a type of calls to forward.
2. Click **New Number.**
3. Type a phone number.
4. Press the **Enter** key.
5. Click the trackwheel.
6. Click **Close.**

### Related topic

How do I edit the phone number to which my calls are forwarded? (See page 102.)

## Delete call forwarding phone numbers

On the Call Forwarding screen, click the current call forwarding number. Click **Edit Numbers.** Click a phone number. Click **Delete.**

### Related topic

How do I edit the phone number to which my calls are forwarded? (See page 102.)

## About automatic volume control

Automatic volume control is designed to adjust the volume on your BlackBerry® device when you are using the phone in a noisy environment.

## Set automatic volume control

In the phone options, click **Enhanced Audio.** Set the **Automatic Volume Control** field. Click the trackwheel. Click **Save.**

### Related topic

About automatic volume control (See page 14.)

## About smart dialing

You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly.

If you call a corporation frequently, you can also set your smart-dialing options so that you do not have to type the main number for the corporation. To call a contact in the corporation, you only need to press the **X** key and type the extension number.

## Set default country and area codes

1. In the phone options, click **Smart Dialing.**
2. Set the **Country Code** and **Area Code** fields.
3. In the **National Number Length** field, set the default length for phone numbers in your country.
4. Click the trackwheel.
5. Click **Save.**

### Note:

When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

### Warning:

If you roam to another country and you change your smart-dialing options, phone numbers for contacts in your address book might not be dialed correctly.

### Related topic

About smart dialing (See page 14.)

## Set corporate extension dialing

1. In the phone options, click **Smart Dialing.**
2. In the **Number** field, type the main phone number for a corporation.
3. Set how long the BlackBerry® device waits before dialing an extension.
4. In the **Extension Length** field, set the default length for extensions.
5. Click the trackwheel.
6. Click **Save.**

### Related topic

About smart dialing (See page 14.)

## Set voice mail options

In the phone options, click **Voicemail.** Type a voice mail access number and any additional numbers, such as a password or extension. Click the trackwheel. Click **Save.**

### Notes:

If your BlackBerry® device is provisioned for voice mail, the voice mail access number might already appear on the screen. Contact your service provider for more information about voice mail for your device.

If your device is not provisioned for voice mail, you can type the access number for a different voice mail system.

## About TTY

You can use text telephone (TTY) to make calls to, and receive calls from, other TTY devices. If you connect your BlackBerry® device to a TTY device, calls that you receive on your device are converted to text.

When TTY is enabled, an indicator appears in the device status section of the screen.

### Note:

The TTY option is only available on some BlackBerry® devices. Contact your service provider for more information.

## Set the TTY option

In the phone options, click **TTY.** Set the **TTY Mode** field. Click the trackwheel. Click **Save.**

### Related topics

About TTY (See page 15.)

Can I use a TTY device with my device? (See page 102.)

## About default call volume

You can specify a default volume level that is used for all calls, even if you adjusted the volume during a previous call.

## Set the default call volume

In the phone options, click **General Options.** Set the **Default Call Volume** field. Click the trackwheel. Click **Save.**

### Related topic

About default call volume (See page 15.)

## About voice privacy

Depending on your service provider, your BlackBerry® device might support a voice privacy service. Depending on the status of the wireless network, the voice privacy status might change during a phone call. If voice privacy is active, a small "P" icon appears on the Active Call screen and in the device status section of the screen.

You can set whether you receive notification when there is a change in voice privacy service during a call.

## Set voice privacy change alert

In the phone options, click **Sounds.** Set the **Privacy Alert** field. Click the trackwheel. Click **Save.**

### Related topic

About voice privacy (See page 15.)

## Reset call timers

1. In the phone, click the trackwheel.
2. Click **Status.**
3. Click **Last Call** or **Total Calls.**
4. Click **Clear Timer.**
5. Click the trackwheel.
6. Click **Save.**

## Phone shortcuts

To open the phone, press the **Send** key.

To end a call, press the **End** key.

To call a selected contact or phone number, press the **Send** key.

To call a speed dial number, hold the assigned key.

To add an extension to a phone number, press the **X** key. Type the extension number.

To call your voice mail access number, hold **1.**

To type a letter in a number field, hold the **Alt** key. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.

To turn mute on and off during a call, press the exclamation point **(!)** key.

To turn speakerphone on and off during a call, press the period **(.)** key.

To change the volume during a call, roll the trackwheel.

To move to the top of the call log list in the phone, press the **Space** key.

To insert a wait when typing a phone number, press the exclamation point **(!)** key.

To insert a pause when typing a phone number, press the comma **(,)** key.

To insert a plus sign (+) when typing a phone number, hold **0.**

3

# Email messages


Open messages

Send email messages

Save draft messages

Add multiple contacts to a message

Set the importance level

Resend sent messages

Resend pending messages

Manage messages

File messages

View filed messages

Delete multiple messages at one time

Mark messages as opened or unopened

Search the messages list

Save a copy of messages sent from the device

Add an auto signature

Set an out-of-office reply

Create filters

Set folder redirection

Messages shortcuts

Email and PIN messages — frequently asked questions


## Open messages

An unopened message appears in the messages list with a closed envelope icon. After you open the message, the closed envelope changes to an open envelope.

**Note:**
If your BlackBerry® device is integrated with more than one email account, you might be able to open messages from the message list for a specific email account.

## Send email messages

1. In the messages list, click the trackwheel.
2. Click **Compose Email.**
3. In the **To** field, type an email address or a contact name.
4. Click the trackwheel.
5. Type a message.
6. Click the trackwheel.
7. Click **Send.**

**Notes:**
If a list of names appears as you type a contact name, click a name to add that contact to your message.

If your BlackBerry® device is integrated with more than one email account, you can select an account to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears. You might also be able to send messages from the message list for a specific email account.

**Related topic**

Search for contacts in your company address book (See page 53.)

## Save draft messages

To save a draft of a message, click the trackwheel. Click **Save Draft.**

## Add multiple contacts to a message

To add multiple contacts to a message, in a blank **To** or **CC** field, type an email address, PIN number, or a contact name.

To add a blind carbon copy (BCC) recipient, click the trackwheel. Click **Add Bcc.**

To attach a contact to a message, click the trackwheel. Click **Attach Address.**

## Set the importance level

1. When composing a message, click the trackwheel.
2. Click **Options.**
3. Set the **Importance** field to **High** or **Low.**
4. Click the trackwheel.
5. Click **Save.**

## Resend sent messages

To change the text in a sent message and resend it, in the open message, click the trackwheel. Click **Edit.** Change the text. Send the message.

To change the recipient of a sent message and resend it, in the open message, click the trackwheel. Click **Edit.** Click a contact. Click **Change Address.** Click a new contact. Send the message.

To resend your message to the same contact, in the open message, click the trackwheel. Click **Resend.**

## Resend pending messages

Messages that appear in the messages list with a clock icon are pending and should be resent automatically. To manually resend the message, in the open message, click the trackwheel. Click **Resend.** If your message cannot be sent after a period of time, you receive a message indicating that the message was not sent successfully.

## Manage messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

### Notes:

To remove the original message from a reply, click the trackwheel. Click **Delete Original Text.**

If your BlackBerry® device is integrated with more than one email account, you might be able to manage messages from the message list for a specific email account.

## File messages

To file a message, click the message. Click **File.** Click a folder. Click **File.**

### Notes:

To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand.**

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse.**

### Related topics

Can I file messages? (See page 105.)

View filed messages (See page 19.)

## View filed messages

To display all filed messages in the messages list, in the messages options, click **General Options.** Set the **Hide Filed Messages** field to **No.** Click the trackwheel. Click **Save.**

To view messages that are stored in a specific folder, in the messages list, click the trackwheel. Click **View Folder.** Click a folder. Click **Select Folder.**

## Delete multiple messages at one time

To delete multiple messages, hold the **Shift** key and select messages. Press the **Backspace/Delete** key.

To delete messages that you sent or received prior to or on a specific date, click a date field. Click **Delete Prior.**

### Note:

When your email messages are reconciled between your BlackBerry® device and your desktop email program, any messages that you have deleted from your device using the Delete Prior option are not deleted from your desktop email program.

### Related topic

Reconcile deleted messages (See page 37.)

## Mark messages as opened or unopened

To change the status of a message, click a message. Click **Mark Opened** or **Mark Unopened.**

To change the status of multiple unread messages to read, click a date field. Click **Mark Prior Opened.**

## Save a copy of messages sent from the device

In the messages options, click **Email Settings.** Set the **Save Copy In Sent Folder** field to **Yes.** Click the trackwheel. Click **Save.**

### Note:

Copies of sent messages are stored in the Sent Items folder in your desktop email program.

## About auto signatures

Your auto signature is added to your email messages after you send them. The auto signature does not appear on your BlackBerry® device when you compose the message.

To add an auto signature from your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

## Add an auto signature

1. In the messages options, click **Email Settings.**
2. Set the **Use Auto Signature** field to **Yes.**
3. Type an auto signature.
4. Click the trackwheel.
5. Click **Save.**

### Note:

You can also add an auto signature in the BlackBerry Desktop Software. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to add an auto signature.

### Related topic

About auto signatures (See page 19.)

## About out-of-office replies

The out-of-office reply should be sent automatically to a contact the first time that contact sends you an email message.

To set an out-of-office reply on your BlackBerry® device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

## Set an out-of-office reply

1. In the messages options, click **Email Settings.**
2. Set the **Use Out Of Office Reply** field to **Yes.**
3. Type a reply.
4. If you use an IBM® Lotus Notes® desktop email program, in the **Until** field, set the date on which the out-of-office reply should be turned off.
5. Click the trackwheel.
6. Click **Save.**

### Note:

You can also set an out-of-office reply in your desktop email program. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to set an out-of-office reply.

### Related topic

About out-of-office replies (See page 20.)

## About filters

You can create filters to specify which email messages are forwarded to your BlackBerry® device and which messages remain in your desktop email program. To forward messages to your device, when creating a filter, select **Forward with Level 1 Notification** (sends messages with higher priority) or **Forward header only** (sends messages with only the **To, Sent,** and **From** fields).

If the message does not meet any filter criteria and should not be forwarded, set the **If no filters apply, send email to handheld** field to **No.**

Filters are applied to messages based on the order in which they appear. If you create multiple filters that could apply to the same message, you must decide which one should be applied first by placing that filter higher in the list.

To create filters on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

## Create filters

1. In the messages options, click **Email Filters.**
2. Click the trackwheel.
3. Click **New.**
4. Set the filter information.
5. Click the trackwheel.
6. Click **Save.**

### Notes:

To add a contact to the **From** or **Sent to** fields, click the trackwheel. Click **Select Name.** Click a name. Click **Continue.**

To make the filter detect messages from multiple contacts, use semicolons to separate contacts in the **From** or **Sent to** fields.

You can also use the BlackBerry Desktop Software to create filters. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to create filters.

### Related topics

About filters (See page 20.)

Manage filters (See page 21.)

Create filters quickly (See page 21.)

## Manage filters

Click a filter. Perform one of the following actions:

- To turn on the filter, select a filter. Press the **Space** key.
- To view and edit a filter, click a filter. Click **Edit.**
- To move the filter higher or lower in the list, click the filter. Click **Move.** Roll the trackwheel to move the filter. Click the trackwheel.
- To delete the filter, click a filter. Click **Delete.**

## Create filters quickly

In the messages list, click a message on which to base your filter. Perform one of the following actions:

- To create a filter based on the sender, click **Filter Sender.** Type a title. Click the trackwheel. Click **Save.**
- To create a filter based on the subject, click **Filter Subject.** Type a title. Click the trackwheel. Click **Save.**

## About folder redirection

If rules within your desktop email program direct new messages into different folders, you must specify which folders should forward messages to your BlackBerry® device.

To set folder redirection on your device, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later.

## Set folder redirection

1. In the messages options, click **Email Settings.**
2. Click the trackwheel.
3. Click **Folder Redirection.**
4. Select the check boxes beside the folders from which messages should be forwarded.
5. Click the trackwheel.
6. Click **Save.**

### Notes:

Make sure that you select the **Inbox** check box. If you do not select the **Inbox** check box, messages are not forwarded from this folder.

To select all your folders for redirection, including your Sent Items folder, select the **Select All** check box. Messages that are sent from your desktop email program also appear on your BlackBerry® device.

You can also use the BlackBerry Desktop Software to specify folder redirection settings. If you use the BlackBerry Internet Service™, log in to your account using a desktop browser to specify folder redirection settings.

### Related topics

About folder redirection (See page 21.)

How do I stop messages that are sent from my desktop email program from appearing on my device? (See page 107.)

How do I make changes to the folders on my device? (See page 107.)

## Messages shortcuts

To open a selected message, press the **Enter** key.

To compose a message from the messages list, press the comma **(,)** key.

To reply to a message, press the exclamation point **(!)** key.

To forward a message, press the period **(.)** key.

To reply to all, press the question mark **(?)** key.

To move down a page, press **9.**

To move up a page, press **3.**

To view sent messages or call logs for outgoing phone calls, in the messages list, press the **Alt** key + the period **(.)** key.

To view received messages or call logs for incoming phone calls, in the messages list, press the **Alt** key + **3.**

To view voice mail messages, in the messages list, press the **Alt** key + **7.**

To move to the last cursor position in a received message, press **5.**

4

# PIN messages


About PIN messages

Find your PIN

Open messages

Send PIN messages

Save draft messages

Add multiple contacts to a message

Resend sent messages

Manage PIN messages

Delete multiple messages at one time

Mark messages as opened or unopened

Search the messages list

Messages shortcuts

Email and PIN messages — frequently asked questions


## About PIN messages

A personal identification number (PIN) uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. PIN messages are not routed through an existing email account.

When your PIN message is delivered to the recipient, in the messages list, a **D** appears with a check mark beside the PIN message.

## Find your PIN

In the device options, click **Status.**

**Note:**
If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your PIN appears on the Enterprise Activation screen.

## Send PIN messages

1. In the messages list, click the trackwheel.
2. Click **Compose PIN.**
3. In the **To** field, type a PIN or a contact name.
4. Type a message.
5. Click the trackwheel.
6. Click **Send.**

**Note:**
If a list of names appears as you type a contact name, click a name to add that contact to your message.

## Manage PIN messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Reply To All**
- **Delete**

**Note:**
To remove the original message from a reply, click the trackwheel. Click **Delete Original Text**.

5

# SMS messages


About SMS messages

Find your SMS number

Type an SMS number

Open SMS messages

Send SMS messages

Add contacts to SMS messages

Save draft messages

Manage SMS messages

Resend sent SMS messages

Delete multiple messages at one time

Mark messages as opened or unopened

Search the messages list

Messages shortcuts

SMS messages — frequently asked questions


## About SMS messages

With an SMS-compatible phone number, you can send and receive short message service (SMS) messages. An SMS-compatible number is a phone number that your service provider enables for SMS.

You can send SMS messages to contacts who have SMS-compatible phone numbers.

**Note:**
If your BlackBerry® device supports sending SMS messages to email addresses, you can also send SMS messages to contacts who have email addresses.

## Find your SMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for SMS, this number is also your SMS number.

## Type an SMS number

Contact your service provider for more information about SMS number format. Your service provider might require that all SMS numbers include the area code and other prefixes.

**Note:**
In the phone options, set your smart-dialing options to avoid typing the country code and area code.

**Related topic**

About smart dialing (See page 14.)

## Open SMS messages

An unopened SMS message appears in the messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

## Send SMS messages

1. In the messages list, click the trackwheel.
2. Click **Compose SMS.**
3. Click **[Use Once].**
4. Click **SMS.**
5. Click **Phone.**
6. Type an SMS-compatible phone number.

7. Click the trackwheel.
8. Click **Continue.**
9. Type a message.
10. Click the trackwheel.
11. Click **Send.**

**Notes:**

If you have added contacts to the address book, you can select a contact from the list after you click **Compose SMS.**

If your BlackBerry® device supports sending SMS messages to email addresses, you can select the destination address as an email address after you click **[Use Once]**.

To send an SMS message quickly from the phone, type an SMS-compatible phone number. Click the trackwheel. Click **SMS <*XXXXXXX*>.**

**Related topic**

Why can't I send SMS messages? (See page 109.)

## Add contacts to SMS messages

When composing an SMS message, click the trackwheel. Click **Add Recipient.**

**Note:**

You can send an SMS message to up to ten recipients.

**Related topic**

Type an SMS number (See page 25.)

## Manage SMS messages

Open a message. Click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Forward As**
- **Delete**

**Note:**

To remove previous SMS messages from a reply message, click the trackwheel. Click **Remove History.**

## Resend sent SMS messages

To resend an SMS message to the same contact, in the message, click the trackwheel. Click **Resend.**

**Note:**

If you send an SMS message to multiple contacts and the message does not reach one or more contacts, click **Resend** to resend the message to the contacts who did not receive it initially.

6

# MMS messages


About MMS messages

Find your MMS number

Open MMS messages

Send MMS messages

Send MMS messages from the browser, pictures list, or calendar

Save draft messages

Add multiple contacts to a message

Set the importance level

Set delivery and read notification

Manage MMS message attachments

Messages shortcuts

Manage MMS messages


## About MMS messages

With an MMS-compatible number, you can send and receive multimedia message service (MMS) messages. An MMS-compatible number is a phone number that your service provider enables for MMS.

If your service provider supports MMS, you can send MMS messages that contain .jpg, .gif, .wbmp, .png, .smil, .midi, .mp3, vcf (vCard®), or .vcs (vCalendar®) content and receive MMS messages that contain .jpg, .gif, .wbmp, .png, .midi, .mp3, .txt, .vcf, .vcs, or .smil content.

You can add one or more images that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

You can only send non recurring appointments in MMS messages. If you attach a meeting, the attendees are removed.

## Find your MMS number

In the phone, the My Number field displays your phone number. If your BlackBerry® device is enabled for MMS, this number is also your MMS number.

## Open MMS messages

An unopened MMS message appears in the messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

If MMS content does not appear when you open the message, click the trackwheel. Click **Retrieve.**

## Send MMS messages

1. In the messages list, click the trackwheel.
2. Click **Compose MMS.**
3. Click **[Use Once].**
4. Click **MMS.**
5. Select a send method.
6. Type an MMS-compatible phone number or an email address.
7. Click the trackwheel.
8. Click **Continue.**
9. Type a message.
10. Click the trackwheel.

11. Click **Attach Address, Attach Appointment, Attach Picture,** or **Attach Audio.**
12. Click a contact, appointment, image, or audio file.
13. Click **Continue.**
14. Click the trackwheel.
15. Click **Send.**

### Notes:

If you have added contacts to the address book, you can select a contact from the list after you click **Compose MMS.**

To send an MMS message quickly from the phone, type an MMS-compatible phone number. Click the trackwheel. Click **MMS <*XXXXXXX*>.**

If you attach image files, you can set the duration that each picture displays when the recipient opens the MMS message. In a **Slide Duration** field, press the **Space** key.

### Related topic

Can I send and receive MMS messages? (See page 111.)

## Send MMS messages from the browser, pictures list, or calendar

1. In the browser or pictures list, click an image. In the calendar, click an appointment.
2. Click **Send As MMS.**
3. Add a contact.
4. Type a message.
5. Click the trackwheel.
6. Click **Send.**

## Set delivery and read notification

1. When composing an MMS message, click the trackwheel.
2. Click **Options.**
3. Set the **Confirm Delivery** and **Confirm Read** fields.
4. Click the trackwheel.
5. Click **Save.**

### Related topic

Can I configure notification for all MMS messages? (See page 111.)

## Manage MMS message attachments

In an open message, click an image or a vCalendar or vCard attachment. Click **View Image, View Appointment,** or **View Address.** Click the trackwheel. Click one of the following menu items:

- **Save**
- **Add To Calendar**
- **Add Contact**

### Notes:

Images are saved in the pictures list.

To play an audio file, click **Play**. Roll the trackwheel to increase or decrease the volume. To stop playing the file, click the trackwheel.

## Manage MMS messages

In an open MMS message, click the trackwheel. Click one of the following menu items:

- **Save**
- **Reply**
- **Forward**
- **Reply To All**
- **Delete**

### Notes:

When you reply to an MMS message, the previous message is not included.

You cannot edit the content of an MMS message that you forward. You can only forward an MMS message if the content is not copyright protected.

Additional options might also be available if the message contains .smil content.

7

# Search

About search
Search the messages list
Recall searches
Manage saved searches
Search for messages from a specific contact
Search for messages with a specific subject
Search for PIM items
Search shortcuts

## About search

In the messages list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.

You can use the search program to search messages and personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, on your BlackBerry® device. You can also manage PIM items from the search results list.

## Search the messages list

1. In the messages list, click the trackwheel.
2. Click **Search.**
3. Set the search criteria.
4. Click the trackwheel.
5. Click **Search.**

**Notes:**

To save a search after setting the search criteria, click the trackwheel. Click **Save.** Add a title and a shortcut key for your search. Click the trackwheel. Click **Save.**

If your BlackBerry® device is integrated with more than one email account, and you want to search for messages in a specific email account, set the Service field.

**Related topics**

Recall searches (See page 31.)

Manage saved searches (See page 31.)

Search for messages from a specific contact (See page 32.)

Search for messages with a specific subject (See page 32.)

Search for PIM items (See page 32.)

## Recall searches

To view your saved searches, in the messages list, click the trackwheel. Click **Search.** Click the trackwheel. Click **Recall.**

## Manage saved searches

In the list of saved searches, click a search. Click one of the following menu items:

- **Select Search**
- **Edit Search**
- **Delete Search**

**Note:**
To view the criteria of your last search quickly, in the list of searches, click the trackwheel. Click **Last.**

**Related topic**

Recall searches

## Search for messages from a specific contact

To search for all messages received from a specific sender, in the messages list, click a message. Click **Search Sender.**

To search for all messages sent to a specific recipient, in the messages list, click a message. Click **Search Recipient.**

**Note:**
If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages from a specific contact, search from the main messages list.

## Search for messages with a specific subject

To search for all messages with the same subject, click a message. Click **Search Subject.**

**Note:**
If your BlackBerry® device is integrated with more than one email account, you might be able to start a search from the message list for a specific email account. The device searches only for messages in that list. To search all email accounts for messages with a specific subject, search from the main messages list.

## Search for PIM items

1. In the search program, in the **Text** field, type text to search for.
2. In the **Name** field, type a contact name to search for.
3. Select one or more programs.
4. Click the trackwheel.
5. Click **Search.**

**Notes:**
If you type more than one word in the Text or Name field, all the words must appear for the search to be successful.

File attachments are not searched when you search PIM items.

**Related topic**

How do I search for text in a file attachment? (See page 114.)

## Search shortcuts

To search for text in a specific program, in the program, click the trackwheel. Click **Find.** Type the text.

To search for a contact, in a list of contacts, type the contact name or initials separated by a space.

To stop a search that is in progress, press the **Escape** button.

8

# Attachments

About attachments
Open a file attachment
Open embedded content
View tables in attachments
View attachment information
Navigate spreadsheet attachments
Navigate image attachments
View presentations
Navigate presentation attachments
Manage vCard address book attachments
Attachments shortcuts
Attachments — frequently asked questions

## About attachments

You can view several types of file attachments on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, and .tif image attachments.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .wmf files on your device.

In the messages list, a paper clip icon appears beside messages with attachments.

### Related topic

Can I view file attachments on my device? (See page 113.)

## Open a file attachment

1. In a message, click the trackwheel.
2. Click **Open Attachment.**
3. Click the attachment.
4. Click **Expand.**
5. Perform one of the following actions:
   - To open a table of contents for the file attachment, click **Table of Contents.**
   - To open the file attachment, click **Full Content.**
6. Click **Retrieve.**

### Note:

To reopen an image attachment quickly, in the message, click the attachment image. Click **Open Attachment.**

## Open embedded content

In an attachment, click a content link. Click **Retrieve.** To return to the attachment, press the **Escape** button.

Examples of embedded content include tables, images, footnotes, text boxes, or comments.

## View tables in attachments

To preview a table that is embedded in a document, click the table link. Click **Retrieve.**

To view the full table in the table preview, click the **Table Link** link. Click **Retrieve.**

## View attachment information

To view the size, author, publication date, and other information about the attachment, open the attachment. Click the file name. Perform one of the following actions:

- If you have opened the complete file attachment, click **View Info.**
- If you have not opened the complete file attachment, click **Retrieve Info.**

## Navigate spreadsheet attachments

To scroll horizontally in a spreadsheet, hold the **Alt** key and roll the trackwheel.

To move to a specific cell in a spreadsheet, click the trackwheel. Click **Go to Cell.** Type the cell coordinates. Click the trackwheel.

To display the contents of a cell in a spreadsheet, click the trackwheel. Click **View Cell.**

To view the previous worksheet in a workbook, click the trackwheel. Click **Prev Sheet.**

To view the next worksheet in a workbook, click the trackwheel. Click **Next Sheet.** If the next worksheet has not yet been retrieved, in the attachment, click the trackwheel. Click **More.**

To switch to a different worksheet in a workbook, click the trackwheel. Click **Table of Contents.** In the table of contents, click a worksheet. Perform one of the following actions:

- If the worksheet has been retrieved (underlined with a solid line), click **View**.
- If the worksheet has not been retrieved (underlined with a dashed line), click **Retrieve.**

To view all the worksheets in the table of contents, click the trackwheel. Click **More.**

## Navigate image attachments

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out.**

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1.**

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate.**

To view an image in more detail after zooming in, click the trackwheel. Click **Enhance.**

To view an image at a higher resolution, click the trackwheel. Click **Full Image.**

To view the previous page in a multiple-page image, click the trackwheel. Click **Prev Page.**

To view the next page in a multiple-page image, click the trackwheel. Click **Next Page.** If the next page has not yet been retrieved, in the attachment, click the trackwheel. Click **More.**

To switch to a different page in a multiple-page image, click the trackwheel. Click **Table of Contents.** In the table of contents, click a page. Perform one of the following actions:

- If the page has been retrieved (underlined with a solid line), click **View.**
- If the page has not been retrieved (underlined with a dashed line), click **Retrieve.**

To view all the pages in the table of contents, click the trackwheel. Click **More.**

## View presentations

To view a Microsoft® PowerPoint® presentation in its original format, in the presentation, click the trackwheel. Click **View Slides.**

To view a PowerPoint presentation as a slide show, in the presentation, click the trackwheel. Click **Slide Show.**

To view only text in a PowerPoint presentation, in the presentation, click the trackwheel. Click **View Text.**

To view both text and slides, in the presentation, click the trackwheel. Click **View Both.**

**Note:**
To view more than the text of a PowerPoint presentation, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

### Related topic

Navigate presentation attachments (See page 35.)

## Navigate presentation attachments

To view the next slide in a presentation, click the trackwheel. Click **Next Slide**.

To view the previous slide in a presentation, click the trackwheel. Click **Prev Slide.**

To stop a slide show, click the trackwheel. Click **Close.**

To zoom, rotate, enhance, or save a slide, in slide view or text and slide view, click a slide. Click **View.** Click the trackwheel. Click a menu item.

**Note:**
You can only navigate presentation attachments if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

## About vCard address book attachments

Address book attachments (vCard®.vcf files) contain contact information for a specific user. When you add a vCard attachment to your email message, recipients of your message can view and add your contact information to their BlackBerry® device address books. When you open a message that contains a vCard attachment, a book icon appears at the bottom of the message with the name of the attached contact.

## Manage vCard address book attachments

To view a vCard® attachment, in an open message, click the attachment. Click **View Attachment.**

To add the contact information to your address book, in an address book attachment, click the trackwheel. Click **Add to Address Book.**

To update contact information, in an address book attachment, click the trackwheel. Click **Update Address.**

### Related topic

About vCard address book attachments (See page 35.)

## Attachments shortcuts

To change the column size, press the exclamation point **(!)** key.

To move to a specific cell, press **5.**

To display the contents of a cell, press the **Space** key.

To zoom into an image, press **3.** To continue zooming into an image, hold the **Shift** key and roll the trackwheel.

To zoom out of an image, press **9.** To continue zooming out of an image, hold the **Shift** key and roll the trackwheel.

To zoom to the original image size, press **5.**

To rotate an image, press the period **(.)** key.

To view the next slide in a presentation, press **6.**

To view the previous slide in a presentation, press **4.**

To view a presentation as a slide show, press the question mark **(?)** key.

To stop a slide show, hold the **Escape** button.

To move between presentation views, in a presentation, press the **Symbol** key.

9

# Synchronizing data


About email reconciliation

Turn on wireless email reconciliation

Reconcile deleted messages

About PIM synchronization

Turn on wireless PIM synchronization

Synchronization — frequently asked questions


## About email reconciliation

If you turn on email reconciliation, any messages that you file or delete on your BlackBerry® device should also be filed or deleted in your desktop email program. Likewise, any changes that you make to messages in your desktop email program should be reflected on your device.

If your device integration option supports wireless email reconciliation, changes are reconciled over the wireless network.

If your device integration option does not support wireless email reconciliation, changes can be reconciled using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about manual email reconciliation.

### Related topic


Can I reconcile email messages over the wireless network? (See page 117.)


## Turn on wireless email reconciliation

In the messages options, click **Email Reconciliation.** Set the **Wireless Reconcile** field to **On.** Click the trackwheel. Click **Save.**

### Note:

Set the wireless reconcile option for each email account that is integrated with your BlackBerry® device.

### Related topic


Can I reconcile email messages over the wireless network? (See page 117.)


## Reconcile deleted messages

To set how deleted messages are reconciled between your BlackBerry® device and desktop email program, in the messages options, click **Email Reconciliation.** Set the **Delete On** field. Click the trackwheel. Click **Save.**

### Note:

Set the email reconciliation option for each email account that is integrated with your device.

### Related topic


Delete multiple messages at one time (See page 19.)


## About PIM synchronization

You can synchronize personal information management (PIM) items such as tasks, memos, contacts, and calendar entries so that the entries on your BlackBerry® device and in your desktop email program are similar.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and wireless PIM synchronization is turned on, PIM items should be synchronized over the wireless network. You can turn wireless PIM synchronization on and off using the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 2.1 or later and wireless calendar synchronization is enabled, calendar entries should be synchronized over the wireless network. You can synchronize all other PIM items using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information about synchronizing PIM items manually or configuring wireless calendar synchronization using the BlackBerry Desktop Software.

### Related topic

Can I synchronize PIM items over the wireless network? (See page 117.)

## Turn on wireless PIM synchronization

In the tasks, memo, address book, or calendar options, set the **Wireless Synchronization** field to **Yes.** Click the trackwheel. Click **Save.**

If the Wireless Synchronization option does not appear on the BlackBerry® device, you can set wireless calendar synchronization using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

### Notes:

If you have been using your device with wireless PIM synchronization turned off or you are turning on wireless PIM synchronization for the first time, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you turn on wireless PIM synchronization on the device, you cannot synchronize PIM items using the BlackBerry Desktop Software.

### Related topic

Can I synchronize PIM items over the wireless network? (See page 117.)

10

# Backing up and restoring device data

About backing up and restoring device data

Restore device data

## About backing up and restoring device data

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, settings on your device that are not saved in your desktop email program should be backed up over the wireless network. These settings include fonts, bookmarks, and other device settings. Information that is saved as part of personal information management (PIM) synchronization or wireless email reconciliation is not backed up.

If you are using the BlackBerry Desktop Software with your device, you can back up and restore your device data using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information about backing up and restoring device data manually.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later and your device data is lost or erased, you should be able to restore your device data (but not message data) using enterprise activation.

## Restore device data

1. In the device options, click **Advanced Options.**
2. Click **Enterprise Activation.**
3. Type your corporate email address and the password supplied by your system administrator.
4. Click the trackwheel.
5. Click **Activate.**

11

# Typing

Type text
Cut or copy text
Paste text
About AutoText
Use AutoText
Create AutoText entries
Manage AutoText entries
Add entries to the custom word list
Manage the custom word list
Set the cursor speed
Typing shortcuts
Typing — frequently asked questions

## Type text

To type in most fields, use the SureType™ input method. Press each letter key once until you have typed an entire word. When you use SureType technology, the letters on the screen should change automatically until the word is complete.

For example, to type the word **run,** press **ER + UI + BN.** Press the **Space** key.

If you type all the letters in a word and the word does not appear correctly, or if more than one word is available for the keys that you pressed, use the list that appears on the screen to build a word.

- To move through selections in the list, press the **Next** key. You can also roll the trackwheel to move forward and backward in the list.
- To choose a selection from the list and continue typing the same word, press the **Enter** key or click the trackwheel.
- To choose a selection from the list and begin typing a new word, press the **Space** key.
- To delete letters that you have typed, press the **Backspace/Delete** key.

### Related topic

Typing shortcuts (See page 43.)

## Cut or copy text

1. Click the trackwheel.
2. Click **Select.**
3. Select text.
4. Click the trackwheel.
5. Click **Cut** or **Copy.**

## Paste text

Place the cursor where you want to insert the cut or copied text. Click the trackwheel. Click **Paste.**

### Related topic

Copy and paste calculations (See page 65.)

## About AutoText

AutoText is designed to replace specific text that you type with the appropriate AutoText entry. Use AutoText to correct spelling and to replace abbreviations with complete words.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes **hte** to **the.**

You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces **ttyl** with **talk to you later.**

## Use AutoText

To use AutoText, type an AutoText entry. Press the **Space** key.

### Related topics

About AutoText (See page 41.)

Create AutoText entries (See page 42.)

Turn off AutoText for SMS messages (See page 42.)

## Create AutoText entries

1. In the device options, click **AutoText.**
2. Click the trackwheel.
3. Click **New.**
4. In the **Replace** field, type the text to replace.
5. In the **With** field, type the text that should appear.
6. In the **Using** field, set whether the entry is capitalized exactly as typed (Specified Case) or whether the entry is capitalized according to its context (SmartCase).
7. Set the language.
8. Click the trackwheel.
9. Click **Save.**

### Related topic

What is the Insert Macro menu item? (See page 44.)

Turn off AutoText for SMS messages (See page 42.)

## Manage AutoText entries

In the device options, click **AutoText.** Click an AutoText entry. Click one of the following menu items:

- **Edit**
- **Delete**

### Related topic

Turn off AutoText for SMS messages (See page 42.)

## Turn off AutoText for SMS messages

In the device options, click **SMS.** Set the **Disable AutoText** field to **Yes.** Click the trackwheel. Click **Save.**

## About the custom word list

When you type, the BlackBerry® device displays possible words and letter combinations in a list below the text. If you type a word or letter combination that the device does not recognize, the word or letter combination is added to the custom word list. The next time that you type the word or letter combination, you can select it from the list that appears.

You can also add entries manually to the custom word list.

If you do not use the words on the custom word list, they are deleted after a period of time.

## Add entries to the custom word list

1. In the device options, click **Custom Wordlist.**
2. Click the trackwheel.
3. Click **New.**
4. Type a word or letter combination.
5. Click the trackwheel.
6. Click the trackwheel.
7. Click **Save.**

**Related topic**

About the custom word list (See page 42.)

## Manage the custom word list

In the device options, click **Custom Wordlist.** Click an entry. Click one of the following menu items:

- **Edit**
- **Delete**
- **Clear Custom Wordlist**

## Set the cursor speed

In the device options, click **Screen/ Keyboard.** Set the **Key Rate** field. Click the trackwheel. Click **Save.**

## Typing shortcuts

To type words quickly using the SureType™ input method, type the entire word before you attempt to make a correction.

To scroll through the list that appears when you type, press the **Next** key or roll the trackwheel.

To choose a selected item in the list that appears when you type, press the **Enter** key or click the trackwheel.

To finish typing a word and begin typing a new word, press the **Space** key.

To insert a period, press the **Space** key twice. The next letter is capitalized.

To capitalize a letter, hold the letter key until the capitalized letter appears.

To type the alternate character on a key, press the **Alt** key and press the character key.

To type a symbol, press the **Alt** key + the **Symbol** key. To view more symbols, press the **Symbol** key again. Type the letter that appears below the symbol.

To type an accent or special character, hold the letter key and roll the trackwheel. Click a selected character.

To insert the at sign (@) and periods in an **Email** field, press the **Space** key.

To turn on NUM lock, press the **Shift** key + the **Alt** key.

To turn off NUM lock, press the **Alt** key.

To switch between the SureType and multi-tap input methods in a text field, hold the ***** key.

To type a number in a number field, press a number key. You do not need to press the **Alt** key.

To type a letter in a number field, hold the **Alt** key and use the multi-tap input method. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.

To type a password, use the multi-tap input method. To type the first letter on a key, press the letter key once. To type the second letter on a key, press the letter key twice.

To type a number in a password field, hold the **Alt** key and press the number key.

To switch between NUM lock and the multi-tap input method in a number or password field, hold the **Shift** key.

## Typing – frequently asked questions

Can I turn off address book name recognition when I type?

Can I prevent words from being added to my custom word list automatically?

Can I change the order of items in the list that appears when I type?

How do I type a word that my device does not recognize?

Can I change the input method for my device?

What is the Insert Macro menu item?

How do I undo an AutoText change?

When I type words, an indicator appears at the end of the word list. What does this indicator mean?

## Can I turn off address book name recognition when I type?

Your BlackBerry® device should recognize the names of contacts when you type them. To turn off address book name recognition, in the device options, click **Language.** Click **Input Options.** Set the **Use Address Book as Data Source** field to **Off.** Save the changes.

## Can I prevent words from being added to my custom word list automatically?

Yes. In the device options, click **Language.** Click **Input Options.** Set the **Auto Word Learning** and **Auto Word Learning from Messages** fields to **Off.** Save the changes.

## Can I change the order of items in the list that appears when I type?

Yes. The most frequently chosen words or letter combinations appear at the top of the list. To set your BlackBerry® device so that frequently chosen items do not appear first, in the device options, click **Language.** Click **Options.** Set the **Frequency Learning** field to **Off.**

## How do I type a word that my device does not recognize?

Use the list to help you type text such as an unrecognized word, acronym, or web address. Press the first letter key once. To select a letter from the list, press the **Next** key. Press the subsequent letter key in the word. To select the correct letter combination from the list, press the **Next** key. Continue to type and select the correct letters until the text that you want to type appears in the list. To select from the list, press the **Enter** key.

## Can I change the input method for my device?

Yes. Your BlackBerry® device uses the SureType™ input method in most text fields and the multi-tap input method in phone number and password fields.

To switch between input methods when you are typing, hold the ***** key.

To use the multi-tap input method in all fields, in the device options, click **Language.** Set the **Input Method** field to **<Language> Multitap.** Save the changes.

To use the SureType input method in most fields except the password and number fields, in the device options, click **Language.** Set the **Input Method** to **<Language>.** Save the changes.

## What is the Insert Macro menu item?

The Insert Macro menu item enables you to insert common variables, such as the current date or current time, into your AutoText entries.

## How do I undo an AutoText change?

If you type text and the AutoText feature automatically replaces it, you can undo the change by pressing the **Backspace/Delete** key twice.

## When I type words, an indicator appears at the end of the word list. What does this indicator mean?

If the current input language of your BlackBerry® device is different from the default language of your device, a rectangle with the short form of the current input language appears in the word list.

12

# Browser


About the browser

Go to web pages

Use the browser

View images

Navigate images

Copy links, images, or web page addresses

Send links or images in email messages

Save images

Manage saved images

View files

Save web page requests

Create bookmarks

Manage bookmarks

Clear browser caches

About WTLS

Browser shortcuts

Browser – frequently asked questions


## About the browser

Your BlackBerry® device supports multiple browser types. Depending on your service provider and your integration option, more than one browser might appear. Your service provider might also change the browser name to reflect available services.

Use the WAP Browser on your device to view WML web pages.

Use the BlackBerry Browser to view HTML web pages. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, the BlackBerry Browser also enables you to view your corporate intranet. Contact your system administrator for more information.

Use the Internet Browser, which is available from some service providers, to view HTML web pages. Contact your service provider for more information about Internet Browser support.

## Go to web pages

1. In the browser, click the trackwheel.
2. Click **Go To.**
3. Type a web address.
4. Click the trackwheel.
5. Click **OK.**

**Notes:**

To insert a period, press the **Space** key.

To insert a slash mark (/), press the **Shift** key + the **Space** key.

The Go To dialog box tracks the web addresses that you type. To go to a web page on the list, click the web address. Click **OK.**

## Use the browser

To select text and images as you scroll through a web page, click the trackwheel. Click **Select Mode**.

To select only links and fields as you scroll through a web page, click the trackwheel. Click **View Mode**.

To open the browser and display a list of useful bookmarks provided by your service provider, press the **Convenience** key.

To follow a link, click the link. Click **Get Link.**

To stop loading a web page, click the trackwheel. Click **Stop.**

To view the previous web page in the history, click the trackwheel. Click **Back.**

To view the next web page in the history, click the trackwheel. Click **Forward.**

To go to your home page, click the trackwheel. Click **Home.**

To view a list of the last 20 web pages that you visited, click the trackwheel. Click **History.**

To refresh the current web page, click the trackwheel. Click **Refresh.**

To view the address for the current web page, click the trackwheel. Click **Page Address.**

To view the address for a link, click the link. Click **Link Address.**

To view the address for an image, click the image. Click **Image Address.**

To move the browser to the background to use another program, click the trackwheel. Click **Hide.**

To close the browser, click the trackwheel. Click **Close.**

## View images

To set how images load in your browser, in the browser options, click **Browser Configuration.** To load images while the page is loading, set the **Show Images** field. To show image placeholders if images do not load, set the **Show Image Placeholders** field to **Yes.** Click the trackwheel. Click **Save.**

To load some images after the web page is loaded, click the trackwheel. Click **More Images.** To load all the images, click the trackwheel. Click **All Images.**

To view an image on its own page, click the image. Click **Full Image.** To return to the web page, click the trackwheel. Click **Back.**

### Related topic

Navigate images (See page 46.)

## Navigate images

To pan horizontally across an image, hold the **Alt** key and roll the trackwheel.

To zoom into or out of an image, click the trackwheel. Click **Zoom In** or **Zoom Out.**

To zoom to the original image size, click the trackwheel. Click **Zoom 1:1.**

To turn an image 90 degrees in a clockwise direction, click the trackwheel. Click **Rotate.**

### Note:

You can navigate full images or images in the pictures list.

## Copy links, images, or web page addresses

On a web page, click a link or image. Click **Link Address, Image Address,** or **Page Address.** Click **Copy Address.**

To paste the address, place the cursor where you want to insert the copied text. Click the trackwheel. Click **Paste.**

### Related topic

How do I select images and text on a web page? (See page 122.)

## Send links or images in email messages

1. On a web page, click a link or image.
2. Click **Link Address** or **Image Address.**
3. Click **Send Address.**
4. In the **To** field, type an email address or a contact name.

5. Type a message.
6. Click the trackwheel.
7. Click **Send.**

**Note:**
To send a web page address in a message, on the web page, click the trackwheel. Click **Send Address.** Type an email address or a contact name. Send the message.

**Related topic**

How do I select images and text on a web page? (See page 122.)

## Save images

You can save .jpeg, .png, .gif, and .bmp web page images in the pictures list. On a web page, click an image. Click **Save Image.** After the image is saved in the pictures list, click the trackwheel. Click **Save.**

**Note:**
Depending on your service provider, you might not be able to save images.

**Related topics**

Set the Home screen background image (See page 75.)

Navigate images (See page 46.)

How do I select images and text on a web page? (See page 122.)

## Manage saved images

In the pictures list, click an image. Click one of the following menu items:

- **Open**
- **Delete**

## View files

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later, you can view .doc, .pdf, .ppt, .txt, .wpd, and .xls file types in the browser. On a web page, click the file link. Click **Get Link.**

## Save web page requests

While a web page is loading, you can save the web page request in the messages list. Saving the request to the messages list enables you to use other programs while you are waiting for the web page to load. Click the trackwheel. Click **Save Request.**

You can also save a web page that has finished loading in the messages list. Saving a fully loaded web page enables you to open the text on the web page at any time. On the web page, click the trackwheel. Click **Save Page.**

**Note:**
A saved web page displays content that was current at the time that the web page was saved. To update the content on a saved page, click the trackwheel. Click **Refresh.**

## Create bookmarks

On a web page, click the trackwheel. Click **Add Bookmark.**

## Manage bookmarks

In the bookmarks list, click a bookmark. Click one of the following menu items:

- **Edit Bookmark**
- **Delete Bookmark**

**Related topic**

Organize bookmarks into folders (See page 48.)

## Organize bookmarks into folders

In the bookmarks list, click a folder. Perform one of the following actions:

- To add a folder, click **Add Subfolder.**
- To open a bookmark folder with subfolders, click **Expand.**
- To close a bookmark folder with subfolders, click **Collapse.**
- To rename a folder that you added, click the trackwheel. Click **Rename Folder.**
- To move a bookmark into a folder, click the bookmark. Click **Move Bookmark.** Roll the trackwheel to move the bookmark. Click the trackwheel.

## Clear browser caches

In the browser options, click **Cache Operations.** Click the button for a type of cache.

## About WTLS

Wireless Transport Layer Security (WTLS) is the WAP Browser security layer that is designed to provide security for WAP services.

### Related topic

How do I set WAP Browser security options? (See page 123.)

## Browser shortcuts

To return to the last page that you viewed, press the **Escape** button.

To insert a period in the Go To dialog box, press the **Space** key.

To insert a slash mark (/) in the Go To dialog box, press the **Shift** key + the **Space** key.

To edit a web address in the Go To dialog box, hold the **Alt** key and roll the trackwheel. In the Go To field, edit the text. Click the trackwheel. Click **OK.**

To move to the next page in the history, press **6.**

To move to the previous page in the history, press **4.**

To move down a page, press **9.**

To move up a page, press **3.**

To view a file link, press the **Enter** key.

To stop a web page from loading, press the **Escape** button.

To move to a specific web page, press the period **(.)** key.

To move between full-screen mode and normal mode, press the exclamation point **(!)** key.

To close the browser, hold the **Escape** button.

13

# Downloading


Download programs

Manage programs

Prevent third-party programs from transmitting data

Download ring tones

Manage ring tones

Download background images

Download themes

About browser push

Turn on browser push

Downloading — frequently asked questions


## Download programs

On a web page, click a link for a program. Click **Get Link.** Click **Download.** Click **OK.**

### Related topics

Why did a new program appear on my device? (See page 50.)

Legal notice (See page 135.)

## Manage programs

To view a list of programs that are currently loaded on your BlackBerry® device, in the device options, click **Advanced Options.** Click **Applications.**

To view details for a third-party program, on the Applications screen, click the program. Click **Properties.**

To delete a third-party program, click the program. Click **Delete.**

### Related topic

Legal notice (See page 135.)

## Download ring tones

1. On a web page, click a .mid or .mp3 file link.
2. Click **Get Link.**
3. Click **Menu.**
4. Click **Save.**
5. Type a name for the ring tone.
6. Click **OK.**

### Note:

Your service provider might have supplied a link to a preferred vendor of ring tones. In the profiles list, click the trackwheel. Click **Show Tunes.** Click the trackwheel. Click **Download Tunes.**

### Related topics

Can I listen to a ring tone before I download it? (See page 50.)

Manage ring tones (See page 71.)

About profiles (See page 71.)

Legal notice (See page 135.)

## About browser push

Browser push is designed to enable you to receive content on your BlackBerry® device from web applications without requesting it. For example, you can receive updates or notifications for weather, stock quotes, or news.

You can turn on browser push for your WAP Browser, your BlackBerry Browser, or both browser types. You can also set which hosts provide this information to you.

Set notification for different types of browser push information, including service load information (web pages or applications), service indication information (web page addresses or messages), or other types of information.

When you receive a notification, an icon should appear in the messages list.

If you set the browser push notification to Prompt, a dialog box appears when you receive a notification.

If you set the browser push notification to Auto, a dialog box might also appear, if specified by the sender.

If you set the browser push notification to Reject, you receive no additional notification.

## Turn on browser push

1. In the device options, click **Advanced Options.**
2. Click **Browser Push.**
3. Select one or more of the check boxes.
4. Set the options for browser push notification types.
5. Click the trackwheel.
6. Click **Save.**

**Note:**
If you turn on browser push notification for your WAP Browser, you can also select the Allow WAP Push Applications check box.

**Related topics**

About browser push (See page 49.)

About the browser (See page 45.)

# Downloading — frequently asked questions

Why can't I load new programs onto my device?

Why did a new program appear on my device?

What software version do I have on my device?

Can I listen to a ring tone before I download it?

## Why can't I load new programs onto my device?

Verify that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Your device must also have sufficient available memory to load a program.

If the program still does not load and your device is integrated with an account that uses the BlackBerry Enterprise Server™, certain programs might not be available to you. Contact your system administrator for more information.

## Why did a new program appear on my device?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, your system administrator can send selected programs over the wireless network. Contact your system administrator for more information.

## Can I listen to a ring tone before I download it?

Yes. On a web page, click a ring tone file link. Click **Get Link.**

To preview the ring tone, click **Play.**

To stop listening to the ring tone, click **Stop.**

14

# Contacts


Add contacts

Manage contacts

Create mailing lists

Manage mailing lists

Manage contacts in mailing lists

Add a phone tune for a contact

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Add pauses or waits

Search for contacts in your company address book

Search for PIM items

Contacts — frequently asked questions


## Add contacts

1. In the address book, click the trackwheel.
2. Click **New Address.**
3. Type the contact information.
4. Click the trackwheel.
5. Click **Save.**

**Note:**
To add a contact from a message, memo, call log, or web page, click the contact. Click **Add to Address Book.** Type any additional information. Click the trackwheel. Click **Save.**

## Manage contacts

Click a contact. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

**Related topic**

Share your address book with a paired Bluetooth-enabled device (See page 68.)

## Create mailing lists

1. In the address book, click the trackwheel.
2. Click **New Group.**
3. Type a name for the mailing list.
4. Click the trackwheel.
5. Click **Add Member.**
6. Click a contact.
7. Click **Continue.**
8. Repeat steps 4 to 7 to add other contacts to the mailing list.
9. Click the trackwheel.
10. Click **Save Group.**

**Note:**
If you create a mailing list, it is not copied to or from your desktop email program.

## Manage mailing lists

Click a mailing list. Click one of the following menu items:

- **View Group**
- **Edit Group**
- **Delete Group**

## Manage contacts in mailing lists

Click a contact. Click one of the following menu items:

- **View Member**
- **Change Member**
- **Delete Member**
- **Add Member**

**Note:**

When you delete members from a group or delete a group, the contacts remain in the address book.

## About custom phone tunes

You can add a custom phone tune for a contact without changing other notifications.

Custom phone tune settings appear in both the address book and the profiles list. When you add a custom phone tune to a contact, a new profile exception appears in the profiles list as "Calls From <contact>." Profile exceptions are shared between the address book and the profiles list and changes made in one program are made in the other program.

## Add a phone tune for a contact

1. In the address book, click a contact.
2. Click **Edit.**
3. Click the trackwheel.
4. Click **Add Custom Phone Tune.**
5. Set a phone tune.
6. Click the trackwheel.
7. Click **Save.**

**Related topic**

About custom phone tunes (See page 52.)

Create profile exceptions (See page 72.)

## About categories

You can create categories in which to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes® as your desktop email program, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in your desktop email program.

Categories are shared between the address book, the task list, and the memos list and changes that are made in one program are made in all programs.

## Create categories

1. In the address book, task list, or memos list, click the trackwheel.
2. Click **Filter.**
3. Click the trackwheel.
4. Click **New.**
5. Type a name for the category.
6. Press the **Enter** key.
7. Click the trackwheel.
8. Click **Close.**

**Related topic**

About categories (See page 52.)

## Apply categories to contacts, tasks, or memos

1. When creating or editing a contact, task, or memo, click the trackwheel.
2. Click **Categories.**
3. Select a category.
4. Press the **Space** key.
5. Click the trackwheel.
6. Click **Save.**

## Sort contacts, tasks, or memos by category

In the address book, task list, or memos list, click the trackwheel. Click **Filter.** Select a category. Press the **Space** key.

### Note:

To view your full list of contacts again, click the trackwheel. Click **Filter.** Clear the check box beside the selected category.

## Delete categories

In the address book, task list, or memos list, click the trackwheel. Click **Filter.** Click a category. Click **Delete.**

### Note:

When you delete a category, the category is deleted, but any contacts, tasks, or memos to which the category applied are not deleted.

## About pauses and waits

Use a wait or a pause to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

## Add pauses or waits

When creating or editing a contact, in a phone number field, click the trackwheel. Click **Add Wait** or **Add Pause.** Type the additional numbers.

### Related topic

About pauses and waits (See page 53.)

## About remote address book search

To find and add contacts from your company address book, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information.

## Search for contacts in your company address book

In the address book, click the trackwheel. Click **Lookup.** Type the name of a contact. Click the trackwheel.

### Note:

You can also type part of a contact name to widen the search results.

### Related topics

About remote address book search (See page 53.)

Manage remote address book search results (See page 53.)

## Manage remote address book search results

In the remote address book search results, click a contact. Perform one of the following actions:

- To add a contact to your address book, click **Add.**
- To add all the contacts found during the search, click **Add All.**
- To view information for a contact, click **View.**
- To delete a contact from the search results, click **Delete.**
- To delete the search results, click **Delete Lookup.**
- To start a new search, click **Lookup.**

15

# Calendar


About the calendar

Change the calendar view

Navigate the calendar

Schedule appointments

Schedule appointments quickly

Schedule meetings

Manage appointments and meetings

Respond to meeting invitations

Manage meeting participants

Search for PIM items

Calendar shortcuts

Calendar — frequently asked questions


## About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list.

## Change the calendar view

To change to another calendar view (Day, Week, Month, or Agenda), click the trackwheel. Click a view.

To change the default view that appears when you open the calendar, in the calendar options, set the **Initial View** field. Click the trackwheel. Click **Save.**

## Navigate the calendar

To go to a specific date, click the trackwheel. Click **Go to Date.** Set the date. Click the trackwheel.

To go to the current date, click the trackwheel. Click **Today.**

To move forward or back by a time period, click the trackwheel. Click **Prev** or **Next.**

## Schedule appointments

1. In the calendar, click the trackwheel.
2. Click **New.**
3. Type the appointment details.
4. If the appointment is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Save.**

### Notes:

If your appointment recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3.**

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

### Related topics

Change the default reminder time for appointments and meetings (See page 56.)

About power off and reminders (See page 79.)

## Schedule appointments quickly

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes.** In Day view, beside the start time, type the subject of the appointment. Type a location in parentheses. Click the trackwheel.

### Note:

To change the start and end times, after typing the location, hold the **Shift** key and roll the trackwheel. To change the end time only, roll the trackwheel.

### Related topics

Change the default reminder time for appointments and meetings (See page 56.)

About power off and reminders (See page 79.)

## Change the default reminder time for appointments and meetings

In the calendar options, set the **Default Reminder** field to the amount of time before the appointment that the BlackBerry® device should remind you. The default is 15 minutes.

### Related topics

About power off and reminders (See page 79.)

Can I set a snooze time for task and calendar reminders? (See page 128.)

What is dismissed if I click Dismiss All in a reminder? (See page 128.)

## Schedule meetings

1. In the calendar, click the trackwheel.
2. Click **New.**
3. Type the meeting details.
4. If the meeting is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Invite Attendee.**
7. Click a contact.
8. Click **Invite.**
9. Repeat steps 5 to 8 to add other contacts to your meeting.
10. Click the trackwheel.
11. Click **Save.**

### Notes:

If your meeting recurs, perform the following actions:

Set the **Every** field to change the frequency of the appointment. For example, to set an appointment to recur every three days, set the **Every** field to **3.**

Select the **Relative Date** check box for the appointment to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly appointment should recur. To select a day, press the **Space** key.

### Related topics

Change the default reminder time for appointments and meetings (See page 56.)

About power off and reminders (See page 79.)

## Manage appointments and meetings

To view your list of appointments, in Month view, click a day. Click **View Appts.**

To view or change details for an appointment or meeting, click the appointment or meeting. Click **Open.**

To delete an appointment or meeting, click the appointment or meeting. Click **Delete.**

## Respond to meeting invitations

In an open meeting invitation, click the trackwheel. Click one of the following menu items:

- **Accept** or **Accept with comments**
- **Tentative** or **Tentative with comments**
- **Decline** or **Decline with comments**

### Notes:

To check your calendar when replying to a meeting invitation, click the trackwheel. Click **View Calendar.**

If you delete a meeting invitation from the messages list before you accept or decline it, the meeting is deleted from your desktop calendar.

## Manage meeting participants

Open a meeting. In an **Accepted** or **Declined** field, click a contact. Click one of the following menu items:

- **Invite Attendee**
- **Change Attendee**
- **Remove Attendee**

## Calendar shortcuts

For these shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No.**

To create an appointment, press the period **(.)** key.

To move to the next day, week, or month, press **6.**

To move to the previous day, week, or month, press **4.**

To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.

To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.

# Tasks

Create tasks

Manage tasks

Change task status

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Tasks — frequently asked questions

## Create tasks

1. In the task list, click the trackwheel.
2. Click **New.**
3. Type the task details.
4. Set a due date for the task.
5. If the task is recurring, set how frequently it should recur.
6. Click the trackwheel.
7. Click **Save.**

**Notes:**

If your task recurs, perform the following actions:

Set the **Every** field to change the frequency of the task. For example, to set a task to recur every three days, set the **Every** field to **3.**

Select the **Relative Date** check box for the task to recur on a relative date (for example, on the last Friday of each month).

In the **Days** field, set the days on which the weekly task should recur. To select a day, press the **Enter** key.

## Manage tasks

Click a task. Click one of the following menu items:

- **Open**
- **Delete**
- **Delete Completed**
- **Mark Completed**
- **Mark In Progress**
- **Hide Completed**

## Change task status

To change the status for a task to **Waiting** or **Deferred,** open the task. Edit the **Status** field.

## Tasks — frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Can I change how my contacts or tasks display?

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Can I set a snooze time for task and calendar reminders?

What is dismissed if I click Dismiss All in a reminder?

Can I show tasks in the device calendar?

17

# Memos

Write memos

Manage memos

Create categories

Apply categories to contacts, tasks, or memos

Sort contacts, tasks, or memos by category

Delete categories

Search for PIM items

Memos — frequently asked questions

## Write memos

1. In the memos list, click the trackwheel.
2. Click **New.**
3. Type a title.
4. Type the body of the memo.
5. Click the trackwheel.
6. Click **Save.**

## Manage memos

Click a memo. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

## Memos — frequently asked questions

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Can I clear all the categories that apply to a contact, task, or memo?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

# Alarm

Set the alarm

Silence the alarm

Turn off the alarm

Alarm — frequently asked questions

How do I change the alarm volume?

What is the escalating volume level?

## Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On.**
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Click the trackwheel.
6. Click **Save.**

When you set the alarm, a bell icon appears beside the date in the device status section of the screen.

### Related topic

About power off and reminders (See page 79.)

## Silence the alarm

Press any key. If snooze is enabled, in the Daily Alarm dialog box, click **Snooze.**

## Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off.**

## Alarm — frequently asked questions

Why didn't my alarm notify me on a Saturday or Sunday?

## Why didn't my alarm notify me on a Saturday or Sunday?

In the alarm, verify that the **Active on Weekends** field is set to **Yes.** If this field is set to **No,** your alarm does not notify you on Saturdays or Sundays.

## How do I change the alarm volume?

In the alarm, set the **Volume** field.

When you set the volume, you can also customize the notification, including the tune and the number of times that the tune plays.

# Calculator

Use the calculator memory

Copy and paste calculations

Convert measurements

Calculator shortcuts

## Use the calculator memory

To store a number in the memory, type a number. Press the **Alt** key + the period **(.)** key.

To recall the number in the memory, press the **Alt** key + the comma **(,)** key.

To delete the number in the memory, press the **Alt** key + the **Backspace/Delete** key.

To subtract from the number that is currently stored in the memory, type a number. Press the **Alt** key + the exclamation point **(!)** key.

## Copy and paste calculations

Click the trackwheel. Click **Copy**.

To paste the calculation back into the calculator display or into another program, click the trackwheel. Click **Paste**.

## Convert measurements

In the calculator, type a number. Click the trackwheel. Perform one of the following actions:

- To convert the number from imperial to metric, click **To Metric.**
- To convert the number from metric to imperial, click **From Metric.** Click a conversion type.

## Calculator shortcuts

To display the result of your calculation, press the **Enter** key.

# Bluetooth

About Bluetooth wireless technology

Turn on or off the Bluetooth radio

Pair with another Bluetooth-enabled device

Manage paired Bluetooth-enabled devices

Set how your BlackBerry device appears to other Bluetooth-enabled devices

Use Bluetooth wireless technology during a call

Share your address book with a paired Bluetooth-enabled device

Bluetooth — frequently asked questions

## About Bluetooth wireless technology

Bluetooth® wireless technology is designed to enable your BlackBerry® device to establish wireless connections with other Bluetooth-enabled devices, such as a handsfree car kit or wireless headset, in close proximity.

## Turn on or off the Bluetooth radio

To turn on the Bluetooth® radio, in the device options, click **Bluetooth.** Click the trackwheel. Click **Enable Bluetooth.**

To turn off the Bluetooth radio, in the device options, click **Bluetooth.** Click the trackwheel. Click **Disable Bluetooth.**

## About Bluetooth pairings

When you pair your BlackBerry® device with another Bluetooth®-enabled device, you should be able to connect to the other Bluetooth-enabled device over the wireless network when it is within range of your BlackBerry device (a typical range is approximately 10 meters).

After you pair with a Bluetooth-enabled device, you can set your BlackBerry device to connect with that Bluetooth-enabled device without prompting you.

## Pair with another Bluetooth-enabled device

1. In the device options, click **Bluetooth.**
2. Click the trackwheel.
3. Click **Add Device.**
4. Click the name of a Bluetooth®-enabled device.
5. In the **Enter passkey for <device name>** field, type a passkey.
6. Type the same passkey on the Bluetooth-enabled device to which you are pairing.

**Notes:**

Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click Add Device.

### Related topic

About Bluetooth pairings (See page 67.)

## Manage paired Bluetooth-enabled devices

In the list of paired Bluetooth®-enabled devices, click a paired Bluetooth-enabled device. Click **Device Properties.** Perform one of the following actions:

- Edit the paired Bluetooth-enabled device name.
- Set whether the paired Bluetooth-enabled device can connect with your BlackBerry® device without prompting.
- Set whether Bluetooth connections with your BlackBerry device are encrypted.

### Note:

To remove a Bluetooth-enabled device from the list of paired Bluetooth-enabled devices, click a Bluetooth-enabled device. Click **Delete Device.**

## Set how your BlackBerry device appears to other Bluetooth-enabled devices

In the Bluetooth® options, perform one of the following actions:

- In the **Device Name** field, type the name of your BlackBerry® device.
- In the **Discoverable** field, set whether your BlackBerry device is available for pairing with other Bluetooth-enabled devices.

## Use Bluetooth wireless technology during a call

1. Verify that the Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.
2. During a call, click the trackwheel. Click **Activate <Bluetooth device>.**

### Related topic

About Bluetooth pairings (See page 67.)

## Share your address book with a paired Bluetooth-enabled device

In the Bluetooth® options, in the **Address Book Transfer** field, perform one of the following actions:

- To share all the contacts in your BlackBerry® device address book, select **All Entries.**
- To share contacts that you have had contact with recently over the phone, select **Hotlist Only.**

# Date and time

Set the date and time

Why is the time on my device incorrect?

## Set the date and time

1. In the device options, click **Date/Time.**
2. Set the **Time Zone** field.
3. In the **Date/Time Source** field, set a date and time source.
4. Click the trackwheel.
5. Click **Update Time.**
6. Click the trackwheel.
7. Click **Save.**

**Note:**
Depending on your service provider, multiple date and time sources might be available.

- To use the wireless network as the date and time source, set the **Date/Time Source** field to **Network.**
- To use the BlackBerry® network as the date and time source, set the **Date/Time Source** field to **BlackBerry.**
- To set the date and time yourself, set the **Date/Time Source** field to **Off.** Set the other fields on the Date/Time screen.

## Why is the time on my device incorrect?

If you have traveled to a different time zone, set the Time Zone field to display the correct time zone.

If you have set the Date/Time Source field to Network or BlackBerry, you can update the time. On the Date/Time screen, click the trackwheel. Click **Update Time.**

22

# Profiles


About profiles

Enable profiles

Create notification profiles

Manage notification profiles

Manage ring tones

Create profile exceptions

Manage profile exceptions

Manage contacts in profile exceptions

Add a phone tune for a contact

Silence your device

Set the alarm

Profiles — frequently asked questions


## About profiles

Notification profiles are designed to alert you of appointment and task reminders, and incoming messages, calls, and browser content. You can create a profile that specifies which sounds to use, whether to notify you when the BlackBerry® device is in or out of the holster, and what volume level to use. You can use different sounds for each type of item.

The device has six preset notification profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off. You can edit these default profiles, except for the Off profile. You cannot delete them.

## Enable profiles

In the profiles list, click a notification profile. Click **Enable.**

**Note:**
To change the current notification profile quickly, select a profile. Press the **Space** key.

## Create notification profiles

1. In the profiles list, click the trackwheel.
2. Click **New Profile.**
3. Type a name for the profile.
4. Click an item.
5. Click **Edit.**
6. Set how you want to receive notification for that item.
7. Click the trackwheel.
8. Click **Save.**
9. Click the trackwheel.
10. Click **Save.**

## Manage notification profiles

Click a profile. Click one of the following menu items:

- **Edit**
- **Delete**

## Manage ring tones

In the profiles list, click a profile. Click **Show Tunes.** Click a ring tone. Click one of the following menu items:

- **Play**
- **Delete**
- **Volume**

**Notes:**

The Volume option only sets how loud or quiet the tune plays when you listen to it in the list. To change the volume for your notification, edit the profile.

You can only delete downloaded ring tones.

## About custom notification

You can create exceptions to notification profiles to receive different notification for incoming messages and phone calls from specific contacts. For example, you can create a profile exception that uses the Loud profile when you receive messages and phone calls from specific contacts, regardless of the active profile.

Profile exceptions are applied based on the order in which they appear. If you create multiple profile exceptions that include the same contact, you must decide which one to apply first by placing that profile exception higher in the list.

The BlackBerry® device has a preset profile exception for important calls. You can add contacts to this profile exception, or you can delete it.

## Create profile exceptions

1. In the profiles list, click the trackwheel.
2. Click **New Exception.**
3. In the **Exception** field, type a name for the profile exception.
4. In the **From** field, click the trackwheel.
5. Click **Add Name.**
6. Click a contact.
7. Click **Continue.**
8. In the **Use Profile** field, set the profile on which the exception should be based.
9. Click the trackwheel.
10. Click **Save.**

**Notes:**

You can add multiple contacts to a profile exception. In the **From** field, click the trackwheel. Click **Add Name.**

To add a custom tune for phone calls, select the **Custom Phone Tune** check box. Set a phone tune.

If you set the Use Profile field to Active Profile and you do not change the Custom Phone Tune field, the profile exception has no effect.

**Related topics**

About custom notification (See page 72.)

Manage profile exceptions (See page 72.)

Add a phone tune for a contact (See page 52.)

## Manage profile exceptions

In the profiles list, click a profile exception. Perform one of the following actions:

- To edit a profile exception, click **Edit.**
- To move a profile exception higher or lower in the list, click the profile exception. Click **Move.** Roll the trackwheel to move the profile exception. Click the trackwheel.
- To see the list of available tunes, click **Show Tunes.**
- To delete a profile exception, click **Delete.**

**Note:**

To turn off a profile exception, select the exception. Press the **Space** key. To turn on the profile exception again, press the **Space** key.

## Manage contacts in profile exceptions

In a profiles exception, in the **From** field, click a contact. Click one of the following menu items:

- **Change Name**

- **Delete Name**

## Silence your device

To silence your BlackBerry® device, in the profiles list, select the Quiet profile.

To receive only vibrate notification, in the profiles list, select the Vibrate profile.

To turn off all notification, including profile exceptions and LED notification, in the profiles list, select the Off profile.

**Related topic**

Silence the alarm (See page 63.)

## Profiles — frequently asked questions

What is the escalating volume level?

Why isn't the ring tone being played the number of times that I have set?

Why am I not receiving notification for incoming calls or received messages?

How do I set custom notification for messages from a specific contact?

Why can I not edit all the fields for a Calls From profile exception?

Can I set one phone tune for all my profiles?

## What is the escalating volume level?

If you use the escalating volume level, the notification volume level consistently increases until the BlackBerry® device reaches the loudest volume level.

## Why isn't the ring tone being played the number of times that I have set?

For phone calls, the number of times that the BlackBerry® device sounds or vibrates is not determined by the number of beeps that you set in your notification profile. The device sounds or vibrates until the caller or the network ends the connection.

## Why am I not receiving notification for incoming calls or received messages?

In the profiles list, verify that the Off profile is not enabled. If this profile is enabled, all notification is turned off, including profile exceptions and LED notification.

If you set the Custom Phone Tune field to MUTE, you do not receive notification for calls from the contacts that the exception applies to.

## How do I set custom notification for messages from a specific contact?

In the profiles list, create a new notification profile that sets the tune that you want to use for your messages. Create a profile exception for the contact and set the Use Profile field to the new notification profile.

## Why can I not edit all the fields for a Calls From profile exception?

Calls From profile exceptions appear in the profiles list when you add a custom phone tune from the address book. Because these exceptions are for phone calls only, you can only edit the Custom Phone Tune field.

## Can I set one phone tune for all my profiles?

Yes. In the profiles list, click the trackwheel. Click **Show Tunes.** Click a phone tune. Click **Set As Phone Tune.**

# Screen display

Set how long backlighting remains on

Turn on and off the device screen

Adjust the brightness of the backlighting

Set the display language

Set the Home screen background image

Download background images

Set the font

Set the Convenience key

About themes

Apply a theme to your device

Delete themes

Download themes

## About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting levels.

## Set how long backlighting remains on

To set how long backlighting stays on if you do not use your BlackBerry® device, in the device options, click **Screen/Keyboard.** Set the **Backlight Timeout** field. Click the trackwheel. Click **Save.**

### Related topics

About backlighting (See page 75.)

Adjust the brightness of the backlighting (See page 75.)

## Turn on and off the device screen

To turn on the screen, roll the trackwheel or press a key. When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power.

### Related topics

About backlighting (See page 75.)

Adjust the brightness of the backlighting (See page 75.)

## Adjust the brightness of the backlighting

In the device options, click **Screen/Keyboard.** Set the **Backlight Brightness** field. Click the trackwheel. Click **Save.**

To increase the brightness of the backlighting temporarily, press the **Power** button.

### Related topic

About backlighting (See page 75.)

## Set the Home screen background image

In the pictures list, click an image. Click **Set As Home Screen Image.**

To clear the Home screen background, in the pictures list, click the trackwheel. Click **Reset Home Screen Image.**

### Related topic

Save images (See page 47.)

## Download background images

Your service provider might have supplied a link to a preferred vendor of background images. In the pictures list, click the trackwheel. Click **More Images.**

### Related topic

Save images (See page 47.)

## Set the font

In the device options, click **Screen/ Keyboard.** Set the font information. Click the trackwheel. Click **Save.**

### Note:

For large fonts, set the **Antialias mode** field.

## About the Convenience key

By default, the Convenience key opens a list of browser bookmarks made available by your service provider. You can set which program this key opens. See the printed documentation that accompanied your device for more information about locating the Convenience key.

## Set the Convenience key

In the device options, click **Screen/ Keyboard.** Set the **Convenience Key Opens** field.

### Note:

If the program set in the **Convenience Key Opens** field is removed from your BlackBerry® device, when you press the **Convenience** key, nothing happens.

### Related topic

About the Convenience key (See page 76.)

## About themes

Depending on your service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as programs, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

## Apply a theme to your device

In the device options, click **Theme.** Click a theme. Click **Activate.**

### Note:

To activate a theme quickly, select a theme. Press the **Space** key.

## Delete themes

In the device options, click **Theme.** Click a theme. Click **Delete.**

### Note:

You might not be able to delete themes that are preloaded on your BlackBerry® device.

## Download themes

Your service provider might have supplied a link to a preferred vendor of themes. In the device options, click **Theme.** Click the trackwheel. Click **More Themes.**

# Language

Set the display language

Set the input language

Add or remove a display language

Why do some characters not appear correctly on my device?

## Set the display language

In the device options, click **Language.** In the **Language** field, click a language. Click **Save.**

## About the input language

You can set an input language to use when you type. This setting is different from the display language. When you set an input language, AutoText and other typing settings change to the selected language.

The input method field also controls whether your BlackBerry® device uses the multi-tap or the SureType™ input method.

If the input language of your device is different from the display language of your device, a rectangle with the short form of the current input language appears in the list that appears when you type.

## Set the input language

In the device options, click **Language.** In the **Input method** field, click a language. Click **Save.**

### Related topics

About the input language (See page 77.)

Set the display language (See page 77.)

Can I change the input method for my device? (See page 44.)

## Add or remove a display language

If your BlackBerry® Handheld Software supports multiple languages, you can add and remove languages using the Application Loader tool in the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

## Why do some characters not appear correctly on my device?

If your BlackBerry® device is integrated with the BlackBerry Enterprise Server™ and the BlackBerry Enterprise Server does not support the characters, the characters do not appear correctly when you use the BlackBerry Browser or open an attachment. Contact your system administrator for more information.

If your device is integrated with the BlackBerry Internet Service™, contact your service provider for more information about supporting characters on your device.

# Power and battery

About power off and reminders

Set the device to turn on and off automatically

Check the battery level

Extend battery life

Reset the device

## About power off and reminders

If you turn off your BlackBerry® device by pressing the Power button, or by clicking Turn Power Off on the Home screen and selecting Turn Off, your device should turn itself on at the following times:

- when the alarm turns on
- when the device is set to turn on automatically

To turn on your device when calendar reminders occur, set the device to turn on and off automatically.

If you turn off your device by clicking Turn Power Off on the Home screen and selecting Full Power Off, your device does not turn on until you press the Power button.

**Note:**

Depending on your theme, the location and name for Turn Power Off might change. See the printed documentation that accompanied your device for more information about the differences for your theme.

## Set the device to turn on and off automatically

1. In the device options, click **Auto On/Off.**
2. Set the **Weekday** field to **Enabled.**
3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the **Weekend** field to **Enabled.**
5. Specify the times when the device should turn on and off on weekends.
6. Click the trackwheel.
7. Click **Save.**

**Related topic**

About power off and reminders (See page 79.)

## Check the battery level

In the device options, click **Status.**

## Extend battery life

Set the BlackBerry® device to turn on and off automatically.

Disconnect from the wireless network when you are not in a wireless coverage area.

Delete the original message when you send a reply.

Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.

Charge your device regularly.

**Related topics**

Set the device to turn on and off automatically (See page 79.)

Manage messages (See page 18.)

Add multiple contacts to a message (See page 18.)

## Reset the device

Remove and reinsert the battery.

# Network coverage

Connect to the wireless network

Network coverage — frequently asked questions

## Connect to the wireless network

To connect to the wireless network, verify that you are in a wireless network coverage area. On the Home screen, click **Turn Wireless On.**

**Notes:**

To disconnect from the wireless network, on the Home screen, click **Turn Wireless Off.** When your device is not connected to the wireless network, you can continue to use the features that do not require a connection to the wireless network, such as managing tasks or using the calculator. You should disconnect from the wireless network in certain places, such as on an airplane. See the *BlackBerry Safety Information Booklet* for more information.

Depending on your theme, the location and name for **Turn Wireless On** and **Turn Wireless Off** might change. See the printed documentation that accompanied your device for more information.

## Network coverage — frequently asked questions

How do I select a network when traveling?

How do I register my device with the network?

## How do I select a network when traveling?

To scan for the most appropriate network, in your device options set **Scan Mode** to **Automatic.** If you do not want your BlackBerry® device to select a roaming system, set the **Scan Mode** to **Home Only.**

Contact your service provider for more information about roaming.

## How do I register my device with the network?

When you select a different network or load new applications, your BlackBerry® device should register automatically with the network. To register your device manually, in the device options, click **Advanced Options.** Click **Host Routing Table.** Click the trackwheel. Click **Register Now.**

27

# Security


Type passwords

Set a device password

Lock and unlock the device

Lock and unlock the keyboard

Protect your device content

Compress device data

Regenerate encryption keys

Store passwords

Create random passwords

Manage passwords

Copy passwords

Verify security software

Clear the device

Set owner information

Third-party program control

Security – frequently asked questions


## Type passwords

When typing a password, use the multi-tap input method. To type the first letter on a key, press the key once. To type the second letter on a key, press the key twice. If your password contains capital letters, hold the letter key. To select a letter from the list that appears when you type, press the **Next** key. To select a letter and continue typing, press the **Enter** key. When you have finished typing your password, press the **Enter** key.

## About the device password

If you type your BlackBerry® device password incorrectly five times, you must type **blackberry** before you can continue. The next time that you type your password, and on subsequent password attempts, the characters that you type are displayed.

If you type your device password incorrectly ten times, all information is erased from your device for security reasons.

If your device is integrated with an account that uses the BlackBerry Enterprise Server™, you might not be able to change some security settings. Contact your system administrator for more information.

## Set a device password

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Set the **Password** field to **Enabled.**
4. Set the other security options.
5. Click the trackwheel.
6. Click **Save.**
7. Type a device password.
8. Click the trackwheel.
9. Retype the device password.
10. Click the trackwheel.

### Related topics


About the device password (See page 83.)

Change the device password (See page 84.)

Turn off the device password (See page 84.)

## Change the device password

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Click the trackwheel.
4. Click **Change Password.**
5. Type your current device password.
6. Click the trackwheel.
7. Type a new device password.
8. Click the trackwheel.
9. Retype the new device password.
10. Click the trackwheel.

### Related topics

About the device password (See page 83.)

Turn off the device password (See page 84.)

## Turn off the device password

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Set the **Password** field to **Disabled.**
4. Click the trackwheel.
5. Click **Save.**
6. Type the device password.
7. Click the trackwheel.

### Note:

If your BlackBerry® device is integrated with a corporate email account, you might not be able to turn off the device password. Contact your system administrator for more information.

### Related topic

About the device password (See page 83.)

## Lock and unlock the device

To lock the BlackBerry® device, with a device password set, on the Home screen, click **Lock.**

To unlock your device, on the Lock screen, roll the trackwheel. Click **Unlock.** Type your password. Press the **Enter** key.

### Related topic

About the device password (See page 83.)

## About keyboard lock

If you do not set a device password, you can lock your keyboard to prevent accidentally placing calls or typing characters.

## Lock and unlock the keyboard

To lock the BlackBerry® device keyboard, on the Home screen, click **Keyboard Lock.**

To unlock the keyboard, double-click the trackwheel.

### Related topic

About keyboard lock (See page 84.)

## About content protection and compression

Content protection is designed to encrypt your BlackBerry® device data. When your device is password locked, an open lock in the device status section of the screen indicates that encryption is in progress. A closed lock indicates that encryption is complete. After you type your device password, data on your device is decrypted as you access it.

To use content protection, you must set a device password.

Content compression is designed to reduce the size of the data that is stored on your device and to maintain the integrity of that data.

## Protect your device content

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Set the **Content Protection** field to **Enabled.**
4. Click the trackwheel.
5. Click **Save.**
6. Type your device password.
7. Click the trackwheel.

### Related topic

About content protection and compression (See page 84.)

## Compress device data

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Set the **Content Compression** field to **Enabled.**
4. Click the trackwheel.
5. Click **Save.**
6. If you have set a device password, type your password.
7. Click the trackwheel.

### Related topic

About content protection and compression (See page 84.)

## About encryption keys

If your device is integrated with an account that uses the BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector, encryption keys protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and the device. Encryption keys should be generated automatically, but you can manually regenerate keys at any time.

## Regenerate encryption keys

In the device options, click **Security Options.** Click **General Settings.** Click a current service. Click **Regenerate Encryption Key.**

### Related topics

About encryption keys (See page 85.)

Can I regenerate encryption keys from my device? (See page 131.)

## About the password keeper

Use the password keeper to create and store all your passwords. The password keeper is locked with a single password, so you can store all your passwords in one place.

Use the password keeper to generate random passwords that contain letters, numbers, and symbols.

The first time that you open the password keeper, you must create a password keeper password. The password keeper is designed to encrypt your passwords. Passwords should be decrypted when you type the password keeper password.

### Warning:

The password keeper is designed to keep passwords that are stored in the password keeper; however, if you copy a password, you can paste it into other programs on the BlackBerry® device. While the password is copied on the clipboard, it is not encrypted.

## Store passwords

1. In the password keeper, click the trackwheel.
2. Click **New.**
3. Type password information.
4. Click the trackwheel.
5. Click **Save.**

### Related topic

About the password keeper (See page 85.)

## Create random passwords

1. In the password keeper, click the trackwheel.
2. Click **New.**
3. Type a title for the password.
4. Click the trackwheel.
5. Click **Random Password.**
6. Type any additional password information.
7. Click the trackwheel.
8. Click **Save.**

### Related topics

About the password keeper

Store passwords

## Manage passwords

In the password keeper, click a password. Click one of the following menu items:

- **View**
- **Edit**
- **Delete**

### Related topic

Change the password keeper password (See page 86.)

## Change the password keeper password

1. In the password keeper, type your current password keeper password.
2. Click **OK.**
3. Click the trackwheel.
4. Click **Change password.**
5. Type a new password keeper password.
6. Retype the new password keeper password.
7. Click **OK.**

## Copy passwords

In the password keeper, click a password. Click **Copy to Clipboard.**

To clear the password from the clipboard, in the password keeper, click the trackwheel. Click **Clear Clipboard.**

To paste the password, place the cursor where you want to insert it. Click the trackwheel. Click **Paste.**

### Warning:

Passwords copied to or from the clipboard are not encrypted.

## About security self tests

The security self tests program is designed to verify that security software is implemented properly on your BlackBerry® device. The tests should run automatically when your device restarts.

## Verify security software

In the device options, click **Security Options.** Click **General Settings.** Click the trackwheel. Click **Verify Security Software.**

### Related topic

About security self tests (See page 86.)

## Clear the device

### Warning:

This procedure stops all services and removes all data, including passwords and encryption keys, from the BlackBerry® device. Before you clear your device, verify that a backup copy of your data is available.

1. In the device options, click **Security Options.**
2. Click **General Settings.**
3. Click the trackwheel.
4. Click **Wipe Handheld.**
5. Click **Continue.**
6. Type **blackberry.**

### Related topic

How do I restore my device after clearing it? (See page 131.)

## Set owner information

In the device options, click **Owner.** Type your contact information. Click the trackwheel. Click **Save.**

### Note:

Owner information appears on the screen when you lock your BlackBerry® device.

# Third-party program control

Prevent third-party programs from transmitting data
Set permissions for third-party programs
Control external connections
Control connections with the device
Control access to personal information
Security – frequently asked questions

## About firewall settings

If you have third-party programs on your BlackBerry® device, the firewall option is designed to prevent these programs from transmitting data without your knowledge.

### Related topic

Legal notice (See page 135.)

## Prevent third-party programs from transmitting data

When a third-party program on your BlackBerry® device attempts to transmit data, a dialog box appears. Accept or deny the connection request.

To reset the firewall settings, in the device options, click **Security Options.** Click **Firewall.** Click the trackwheel. Click **Reset Settings.**

### Related topics

About firewall settings (See page 89.)
Legal notice (See page 135.)

## About permissions for third-party programs

You can set whether third-party programs on your BlackBerry® device can use data or connections from other programs. For example, a third-party program might use data from personal information management (PIM) programs or connections from programs such as the phone.

On the Permissions screen, if you set a permission field to Allow, you are granting third-party programs access to that program or connection.

If you set a permission field to Prompt, you are prompted whenever a third-party program requests access to that program or connection.

If you set a permission field to Deny, access to that program or connection by third-party programs is designed to be blocked.

If programs or connections within a group have different permission values, the permission field for the group is Custom.

### Related topic

About firewall settings (See page 89.)

## Set permissions for third-party programs

**Warning:**
Setting permissions for third party programs can significantly affect the operation of third-party programs on your BlackBerry® device. If you are unsure about how changing these settings might affect the operation of third party programs on your device, contact your system administrator or service provider for more information.

1. In the device options, click **Advanced Options.**
2. Click **Applications.**
3. Click the trackwheel.
4. Click **Permissions.**
5. Perform one of the following actions:
   - To control whether third-party programs can make an external connection from your device, set the **Connections** group permission field.
   - To control whether third-party programs can communicate with other programs on your device, set the **Interactions** group permission field.
   - To control whether third-party programs can access personal information from programs on your device, set the **User Data** group permission field.
6. Click the trackwheel.
7. Click **Save.**
8. Click **Reset Now.**

**Notes:**
To expand a folder, click a folder with a plus sign (+) beside it. Click **Expand.**

To collapse a folder, click a folder with a minus sign (-) beside it. Click **Collapse.**

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, some settings might appear differently than the settings described. Contact your system administrator for more information.

**Related topics**

About permissions for third-party programs (See page 89.)

Control external connections (See page 90.)

Control connections with the device (See page 91.)

Control access to personal information (See page 91.)

About firewall settings (See page 89.)

## Control external connections

1. In the device options, click **Advanced Options.**
2. Click **Applications.**
3. Click the trackwheel.
4. Click **Permissions.**
5. In the **Connections** group, set the following fields:
   - To control whether third-party programs can use physical connections to your BlackBerry® device, such as a USB cable or RS-232 cable, set the **USB/Serial** field.
   - To control whether third-party programs can use wireless connections that your device has established with other Bluetooth™-enabled devices, set the **Bluetooth** field.
   - To control whether third-party programs can make phone calls or access call logs, set the **Phone** field.
   - To control whether third-party programs can use the GPS postion of your device, set the **Location (GPS)** field.
   - To control whether third-party programs can access the Internet or your corporate intranet

through your corporation's network, set the **Company Network** field.

- To control whether third-party programs can access the Internet through your service provider, set the **Carrier Internet** field.

### Related topics

Set permissions for third-party programs (See page 90.)

Control connections with the device (See page 91.)

Control access to personal information (See page 91.)

## Control connections with the device

1. In the device options, click **Advanced Options.**
2. Click **Applications.**
3. Click the trackwheel.
4. Click **Permissions.**
5. In the **Interactions** group, set the following fields:
   - To control whether third-party programs can communicate with other programs on your BlackBerry® device, such as the device runtime store, persistent store, and global e vents, set the **Interprocess Communications** field.
   - To control whether third-party programs can simulate actions, such as the pressing of a key or button on your device, and send those simulated actions to the program that you are currently using, set the **Event Injection** field.
   - To control whether third-party programs can register a filter with the browser to handle content from a domain such as a custom-encoded document, set the **Browser Filters** field.
   - To control whether third-party programs can be used by your device as a source for customized themes, set the **Theme Data** field.

### Related topics

Set permissions for third-party programs (See page 90.)

Control external connections (See page 90.)

Control access to personal information (See page 91.)

## Control access to personal information

1. In the device options, click **Advanced Options.**
2. Click **Applications.**
3. Click the trackwheel.
4. Click **Permissions.**
5. In the **User Data** group, set the following fields:
   - To control whether third-party programs can access email messages, SMS messages, or PIN messages, set the **Email** field.
   - To control whether third-party programs can access personal information management (PIM) items, such as tasks, memos, contacts, and calendar entries, set the **PIM** field.
   - To control whether third-party programs can access the key store, set the **Keystore** field. If you allow third-party programs to access the key store, you must type the key store password when a third-party program attempts to access private contents of the key store.
   - To control whether third-party programs can access the key store with password caching turned on, set the **Keystore Medium Security** field.

### Related topics

Set permissions for third-party programs (See page 90.)

Control external connections (See page 90.)

Control connections with the device (See page 91.)

# BrickBreaker

About BrickBreaker

BrickBreaker scoring

How do I set the speed of the paddle?

How do I accelerate the paddle?

Can I change the volume for the game?

Can I submit my scores to the BrickBreaker high score web site?

How do I check the BrickBreaker high score web site?

Why are the bricks descending?

## About BrickBreaker

The object of this game is to destroy bricks using a paddle and a ball. To move the paddle, roll the trackwheel. To release the ball when in catch mode, or to shoot the laser or gun, press the **Space** key.

During the game, the following capsules fall from the bricks that you destroy:

- **Long** makes the paddle longer.
- **Slow** slows down the speed of the ball.
- **Gun** enables you to shoot three bullets at the bricks. A bullet can destroy unbreakable bricks.
- **Laser** enables you to shoot unlimited laser beams at the bricks.
- **Multi** puts four balls in play.
- **Catch** enables you to catch and hold the ball.
- **Flip** changes the direction of the paddle.
- **Wrap** enables you to move the paddle beyond the edge of the screen.
- **Bomb** destroys the next brick that you hit and damages nearby bricks.
- **Life** gives you an additional life.

## BrickBreaker scoring

- Catching a capsule: 50 points
- Shooting a brick with the gun: 50 points
- Hitting a brick with the ball: 10 points
- Shooting a brick with the laser: 5 points
- Damaging a brick with a bomb: 5 points

## How do I set the speed of the paddle?

In the BrickBreaker options, set the **Paddle Movement Speed** field.

## How do I accelerate the paddle?

To accelerate the paddle as you roll the trackwheel, in the BrickBreaker options, select the **Paddle Acceleration** check box.

## Can I change the volume for the game?

Yes. In the BrickBreaker options, set the **Volume** field.

## Can I submit my scores to the BrickBreaker high score web site?

Yes. In the BrickBreaker options, type a user name and password. If you beat your previous high score, you can submit your name and score to the public high score web site. Unsubmitted high scores can be submitted at any time. In BrickBreaker, click the trackwheel. Click **Send High Score.**

## How do I check the BrickBreaker high score web site?

In BrickBreaker, click the trackwheel. Click **High Scores.**

## Why are the bricks descending?

After you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.

30

# Service books

About service books
Receive new service books
Accept new service books
Manage service books
Restore deleted service books

## About service books

Service books determine which services are available on your BlackBerry® device. If your device is integrated with an account that uses the BlackBerry Enterprise Server™, your system administrator can send service books to your device that determine whether features such as remote address lookup and wireless calendar synchronization are available.

## Receive new service books

Service books arrive on your BlackBerry® device in one of the following ways:

- over the wireless network from your service provider or system administrator
- through the BlackBerry Desktop Software when you connect your device to your computer

## Accept new service books

Service books should be accepted automatically by your BlackBerry® device. If a new service book is available and it is not accepted automatically, a book icon appears in the device status section of the screen.

To accept the service book manually, in the device options, click **Advanced Options.** Click **Service Book.** Click the new service book. Click **Accept.**

## Manage service books

In the device options, click **Advanced Options.** Click **Service Book.** Click a service book. Click one of the following menu items:

- **View**
- **Delete**

## Restore deleted service books

In the device options, click **Advanced Options.** Click **Service Book.** Click the trackwheel. Click **Undelete.**

31

# Frequently asked questions

General – frequently asked questions
Phone – frequently asked questions
Email and PIN messages – frequently asked questions
SMS messages – frequently asked questions
MMS messages – frequently asked questions
Attachments – frequently asked questions
Synchronization – frequently asked questions
Typing – frequently asked questions
Browser – frequently asked questions
Downloading – frequently asked questions
Contacts – frequently asked questions
Calendar – frequently asked questions
Tasks – frequently asked questions
Memos – frequently asked questions
Alarm – frequently asked questions
Bluetooth – frequently asked questions
Network coverage – frequently asked questions
Security – frequently asked questions

# General — frequently asked questions

Why are some of the features described not available on my device?

What software version do I have on my device?

Why is there a flashing light on my device?

Why does my device screen turn off?

Can I determine how much memory each database on my device is using?

## Why are some of the features described not available on my device?

Depending on your service provider plan or the type of account that you are using, some features might not be available on your BlackBerry® device. Also, your device might not have been provisioned for certain features by your system administrator. Contact your system administrator or service provider for more information.

## What software version do I have on my device?

To view BlackBerry® device information such as your device type, software version, and copyright information, in the device options, click **About.** To return to the device options, press the **Escape** button twice.

## Why is there a flashing light on my device?

The notification LED on the top of your BlackBerry® device flashes different colors to indicate various states.

A green light indicates that you are in a wireless coverage area.

A red light indicates that a new message has arrived and your current profile is set to notify you using the LED.

An amber light indicates that the battery is low.

A blue light indicates that your device is connected to a Bluetooth®-enabled device.

## Why does my device screen turn off?

When your BlackBerry® device is not used for a period of time, the screen turns off to conserve battery power. To turn the screen on again, roll the trackwheel or press a key.

## Can I determine how much memory each database on my device is using?

Yes. In the device options, click **Status.** Click the trackwheel. Click **Database Sizes.** The Database Sizes screen displays the number of entries and the amount of memory used by each database that is synchronized with your BlackBerry® device.

# Phone — frequently asked questions

Why can I not make calls?

Why am I no longer receiving calls?

Can I use the phone when the device or keyboard is locked?

Can I make three-way calls?

Can I use call forwarding?

How do I edit the phone number to which my calls are forwarded?

Can I use a TTY device with my device?

Can I use the phone when the device or keyboard is locked?

Can I set the phone to display frequently called numbers?

How do I change how long messages and phone call logs remain in the messages list?

How do I stop my device from answering or ending calls automatically?

How do I hide my phone number in the phone?

Why isn't the ring tone being played the number of times that I have set?

## Why can I not make calls?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

## Why am I no longer receiving calls?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you still cannot receive calls, verify that call forwarding is turned off.

## Can I use the phone when the device or keyboard is locked?

The BlackBerry® device is designed to enable you to make emergency calls when your device or keyboard is locked.

See "Make emergency calls" on page 9 for more information on emergency calls.

If your device is integrated with a corporate email account, you might be able to make other phone calls when your device is locked. Contact your system administrator for more information.

If you receive a call when the keyboard is locked, the keyboard unlocks when you answer the call.

If you receive a call when the device is password locked, you can answer the call, but your device remains password locked during the call. You can perform regular phone actions, such as mute and hold. When you end the call, the device remains password locked.

## Can I make three-way calls?

Yes, if you subscribe to a three-way call service. Contact your service provider for more information.

## Can I use call forwarding?

Yes, if your service provider plan includes call forwarding and your BlackBerry® device is provisioned for the service. Contact your service provider for more information.

## How do I edit the phone number to which my calls are forwarded?

To edit a call forwarding phone number that you have added, delete the current phone number and type a new phone number.

## Can I use a TTY device with my device?

Yes, if your service provider supports TTY devices. The TTY device must operate at 45.45 bits per second, and you must insert the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your device.

TTY is only available on some BlackBerry devices.

## How do I hide my device phone number from a contact when making a call?

In the phone options, click **General Options.** Set the **Restrict My Identity** field to **Yes.**

## Can I set the phone to display frequently called numbers?

Yes. You can set the phone to display a list of frequently or recently called numbers instead of call logs. In the phone options, click **General Options.** Set the **Phone List View** field.

**Note:**
If a call log screen appears on your BlackBerry® device, the **Phone List View** field does not change the view of the call log screen.

## How do I stop my device from answering or ending calls automatically?

If you use a holster with your BlackBerry® device, you can set how calls are handled when you insert or remove your device from the holster.

To stop your device from answering calls automatically when you remove it from the holster, in the phone options, click **General Options.** Set the **Auto Answer Calls** field to **No.**

To stop your device from ending calls automatically when you insert it in the holster, in the phone options, click **General Options.** Set the **Auto End Calls** field to **No.**

## How do I hide my phone number in the phone?

In the phone options, click **General Options.** Set the **Show "My Number"** field to **No.**

# Email and PIN messages — frequently asked questions

How do I compose an email or PIN message from the To screen?

Why can't I send messages?

Why can't I receive messages?

Why is the menu item for sending a message not available?

Why does the letter D appear beside sent PIN messages?

Can I stop a message from being sent?

Why are some messages already on my device?

How do I create and use links in messages?

Why is "More available" appearing at the end of my message?

Can I file messages?

Can I hide sent messages?

Why can't I see a new message in the messages list even though I received notification?

Why is there a different icon beside some items in the messages list?

Why are call logs appearing in the messages list?

How do I show more of a subject line for my messages?

How do I identify received PIN messages as high priority?

Can I remove the prompt that appears before I delete messages?

Why were some of my messages deleted from the device?

How do I change how long messages and phone call logs remain in the messages list?

How do I restrict the types of email messages that are sent to my device?

How do I create a generic filter?

Why are some messages sent to my device even though I have created a filter?

Why can't I specify some folders from which email messages are redirected?

How do I make changes to the folders on my device?

How do I stop email messages from being sent to my device?

How do I stop messages that are sent from my desktop email program from appearing on my device?

Can I change the default email account that is used when I send messages from the main messages list?

## How do I compose an email or PIN message from the To screen?

To compose a message from the To screen, click **[Use Once].** Click **Email** or **PIN.** Type an email address or a PIN. Click the trackwheel. Click **Continue.**

To add multiple recipients to your message, click the trackwheel. Click **Add To, Add Cc,** or **Add Bcc.**

## Why can't I send messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you send a message and you are not in a wireless coverage area, the device sends the message when you return to a wireless coverage area.

## Why can't I receive messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Verify that email redirection to your device is turned on. If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, verify that the **Redirect incoming messages to your handheld** check box is selected.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click **Email Settings.** Verify that the **Send Email To Handheld** field is set to **Yes.** If you have configured specific folders to redirect email messages to your device, on the Folder Redirection screen, verify that the correct folders from which email is redirected are selected.

Verify that filters, which restrict the email messages that are sent to your device, are not enabled.

See "Manage filters" on page 21 for more information.

## Why is the menu item for sending a message not available?

If you do not have an email address or PIN saved for your contact, the option to send a message to that contact does not appear. In the address book, add an email address or a PIN number for your contact.

## Why does the letter D appear beside sent PIN messages?

When a PIN message has been delivered to a BlackBerry® device, a **D** appears beside the check mark in the messages list.

## Can I stop a message from being sent?

Yes, provided that you are not in a wireless coverage area or that your BlackBerry® device is not connected to the wireless network. If a clock icon appears beside the message, delete the message to stop it from being sent.

If you are in a wireless coverage area and your device is connected to the wireless network, messages should be sent automatically, so you cannot stop the message from being sent.

## Why are some messages already on my device?

When you first receive your BlackBerry® device and every time that you update the BlackBerry Handheld Software, several welcome messages appear. These messages provide information and tips for using the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, recent messages might also appear on your device when you connect to the wireless network for the first time. Contact your system administrator for more information.

## How do I create and use links in messages?

Links appear in your messages as underlined text. Messages can contain links to various items such as phone numbers, web sites, and email addresses. When you receive a message that contains a link, click the link. In the menu, click the menu items that apply to the type of link selected.

The BlackBerry® device should automatically recognize most linkable items as links. To create a link for a PIN, type **pin:** before typing the PIN number.

## Why is "More available" appearing at the end of my message?

Long messages are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.

To send only the first section of long messages to your device, in the messages options, click **General Options.** Set the **Auto More** field to **No.** The next time that you receive a long message, "More available" appears at the bottom. To request more of the message, click the trackwheel. Click **More.** To view the rest of the message, click **More All.**

## Can I file messages?

Yes. If you have turned on wireless email reconciliation for your BlackBerry® device, any messages that you file on your device are also filed in your desktop email program.

If your device is not enabled for wireless email reconciliation, your device must be integrated with an account that uses the BlackBerry Desktop Redirector or the BlackBerry Enterprise Server™ to file messages. You must perform an initial email reconciliation with the BlackBerry Desktop Software so that the folders in your desktop email program appear on your device. See the *BlackBerry Desktop Software Online Help* for more information about configuring email reconciliation manually.

## Can I hide sent messages?

Yes. In the messages options, click **General Options.** Set the **Hide Sent Messages** field to **Yes.**

**Note:**

To view sent messages, in the messages list, click the trackwheel. Click **View Folder.** Click **Sent Items.** Click **Select Folder.**

## Why can't I see a new message in the messages list even though I received notification?

If email messages are sent to your BlackBerry® device from specific desktop email program folders and, in the general messages options, you set the **Hide Filed Messages** option to **Yes,** new messages that are sent to your device should be filed automatically, and might not appear in the messages list. To view all your messages, set the **Hide Filed Messages** field to **No.**

## Why is there a different icon beside some items in the messages list?

Different icons are used in the messages list to indicate message status, saved web pages, call logs, messages with attachments, and so on. See the printed documentation that accompanied your BlackBerry® device for more information about message status indicators.

## Why are call logs appearing in the messages list?

When you make or receive a call, the BlackBerry® device creates a call log that contains information about the call. To stop call logs from appearing in the messages list, in the phone options, click **Call Logging.** Set the **Show These Call Log Types In Message List** field to None.

## How do I show more of a subject line for my messages?

To show more of the subject line for your messages, you can hide the time that the message was received and the name of the sender or recipient of the message. In the messages options, click **General Options.** Set the **Display Time** and **Display Name** fields to **No.**

## How do I identify received PIN messages as high priority?

In the messages options, click **General Options.** Set the **Make PIN Messages Level 1** field to **Yes.**

## Can I remove the prompt that appears before I delete messages?

Yes. In the messages options, click **General Options.** Set the **Confirm Delete** option to **No.**

## Why were some of my messages deleted from the device?

If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

If you have turned on wireless email reconciliation, messages that you delete in your desktop email program are also deleted on your device. Messages that you delete on your device are also deleted in your desktop email program.

If you deleted multiple messages using Delete Prior, the messages are only deleted from your device.

## How do I change how long messages and phone call logs remain in the messages list?

To change the number of days that your BlackBerry® device keeps messages and call logs in the messages list, in the message options, click **General Options.** Set the **Keep Messages** field.

Messages that are sent to your device that are older than the number of days that you specify in the Keep Messages field are deleted from your device. The messages can be restored, however, if you set the Keep Messages field to a longer period of time. When you increase the amount of time in this field, any messages that are sent to your device during that period of time appear in the messages list.

## How do I restrict the types of email messages that are sent to my device?

You can create filters to send only specific email messages to your BlackBerry® device.

See "Create filters" on page 20 for more information.

To stop messages that do not meet any filter criteria from being sent to your device, in the message options, click **Email Filters.** Set the **If no filters apply, send email to handheld** field to **No.**

## How do I create a generic filter?

To create a generic filter, use an asterisk (*) when specifying the contacts to which the filter applies. In the messages options, click **Email Filters.** In the **From** field, specify part of the sender' s address and use an asterisk (*) in place of the remaining part.

## Why are some messages sent to my device even though I have created a filter?

Filters must be enabled before they apply to your messages. In the messages options, click **Email Filters.** Verify that the check boxes beside all the filters that you want to apply to your messages are enabled. Verify that the filters are in the correct order so they can be applied to your messages properly.

## Why can't I specify some folders from which email messages are redirected?

On the Folder Redirection screen, folders with check boxes that have broken borders are not enabled for redirection. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, the folders should be enabled automatically after a short period of time. To enable all folders manually for redirection, in the messages options, click **Email Settings.** Click the trackwheel. Click **Folder Redirection.** On the Email Reconciliation screen, set the **Wireless Reconcile** field to **Off.** Save your changes. Open the Email Reconciliation screen again and set the **Wireless Reconcile** field to **On.** Save your changes.

## How do I make changes to the folders on my device?

You cannot add, edit, or delete folders from your BlackBerry® device. To add, edit, or delete a folder, change it in your desktop email program and reconcile your email messages with your device.

If your device is enabled for wireless email reconciliation, changes that you make to the folders in your desktop email program should be synchronized with your device over the wireless network.

If your device is not enabled for wireless email reconciliation, reconcile your email manually using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Intellisync Online Help* for more information.

## How do I stop email messages from being sent to my device?

If you are using the BlackBerry Desktop Software, in the Redirector Settings tool, clear the **Redirect incoming messages to your handheld** check box.

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, in the messages options, click **Email Settings**. Set the **Send Email To Handheld** field to **No.**

## How do I stop messages that are sent from my desktop email program from appearing on my device?

In the messages options, click **Email Settings.** Click the trackwheel. Click **Folder Redirection.** Clear the check box beside the Sent Items folder.

## Can I change the default email account that is used when I send

## messages from the main messages list?

Yes. If your BlackBerry® device is integrated with more than one email account, you might be able to set which email account is used by default when you send messages from the main messages list. In the device options, click **Advanced Options.** Click **Message Services.** Set the **Messaging (CMIME)** field.

# SMS messages – frequently asked questions

Why can't I send SMS messages?

Can I verify that my SMS message has reached its recipients?

How do I display more items in an SMS message thread?

Can I hide sent messages?

Can I remove the prompt that appears before I delete messages?

Why were some of my messages deleted from the device?

Why aren't all the SMS options described appearing on my device?

What are the **Priority** and **Callback Number** fields in the SMS options?

How do I change how long messages and phone call logs remain in the messages list?

## Why can't I send SMS messages?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

If you send a message and you are not in a wireless coverage area, the device sends the message when you return to a wireless coverage area.

If you still cannot send SMS messages, verify that your plan supports sending and receiving SMS messages, and verify that the destination number uses the format your service provider requires. Contact your service provider for more information.

## Can I verify that my SMS message has reached its recipients?

Yes. In the device options, click **SMS.** Set the **Delivery Reports** field to **On.**

When your SMS message reaches its recipient, a **D** appears beside the check mark in the messages list.

Contact your service provider to find out whether this feature is available on your network.

## How do I display more items in an SMS message thread?

In the device options, click **SMS.** In the **Number Of Previous Items** field, set the number of SMS messages to display.

## Can I hide sent messages?

Yes. In the messages options, click **General Options.** Set the **Hide Sent Messages** field to **Yes.**

**Notes:**

If you set the **Hide Sent Messages** field to **Yes,** and you open an SMS message that is part of a thread, the sent messages appear in the thread.

To view all sent SMS messages, in the messages list, click the trackwheel. Click **View Folder.** Click **SMS Outbox.** Click **Select Folder.**

## Why were some of my messages deleted from the device?

If your BlackBerry® device memory is full, your device deletes the oldest messages from the messages list to accommodate new ones. It does not delete saved messages.

## Why aren't all the SMS options described appearing on my device?

Depending on your service provider plan, some SMS message options might not be available on your BlackBerry® device. Contact your service provider for more information.

## What are the Priority and Callback Number fields in the SMS options?

The Priority field specifies the priority level for your SMS messages.

The Callback Number field specifies the callback number that appears in your SMS messages.

# MMS messages – frequently asked questions

Can I send and receive MMS messages?

Can I specify when my device should receive MMS messages?

Can I hide sent messages?

Can I filter unwanted MMS messages?

Can I configure notification for all MMS messages?

Can I pause, resume, or restart a slideshow presentation?

Can I view the size of my MMS messages before I send them?

How do I change how long messages and phone call logs remain in the messages list?

## Can I send and receive MMS messages?

Yes, if your service provider plan includes MMS messages and your BlackBerry® device is provisioned for the service. Contact your service provider for more information.

## Can I specify when my device should receive MMS messages?

Yes. In the device options, click **MMS.** To set when your BlackBerry® device communicates with the Multimedia Messaging Service Centre (MMSC), set the **Multimedia Reception** field.

To set when your BlackBerry device receives MMS messages, set the **Automatic Retrieval** field.

If you want your device to communicate with the MMSC and receive MMS messages only when you are in your home network area, set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only.**

## Can I filter unwanted MMS messages?

Yes. In the device options, click **MMS.** In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.

## Can I configure notification for all MMS messages?

Yes. Use the SMS notification profile to set MMS and SMS message notification options.

You can also set delivery reports, which notify you and a sender when an MMS message has been received or read. To set delivery reports, in the device options, click **MMS.** In the **Notifications** section, set the notification options.

To set whether delivery reports are sent when they are requested by a sender, set the **Allow Delivery Confirmation** and **Allow Read Confirmation** options.

To set whether you request delivery reports when you send MMS messages, set the **Confirm Delivery** and **Confirm Read** options.

## Can I pause, resume, or restart a slideshow presentation?

Yes. In an open message, click the trackwheel. Click **Pause, Resume,** or **Restart.**

## Can I view the size of my MMS messages before I send them?

Yes. In the open message, click the trackwheel. Click **Options.**

# Attachments — frequently asked questions

Can I view file attachments on my device?

How do I view password-protected file attachments?

Can I set the amount of memory that my device uses for file attachments?

How do I change how file attachments are displayed?

How do I view cell contents in spreadsheet attachments?

Why can't I view presentation slides?

Why is "More available" appearing at the end of my file attachment?

How do I search for text in a file attachment?

What does skipped content mean?

Can I view tracked changes in document attachments?

Why do some characters not appear correctly on my device?

## Can I view file attachments on my device?

Yes, if attachment viewing is enabled for your BlackBerry® device. When you receive a message with an attachment, click the trackwheel. If Open Attachment appears in the menu, you can view attachments on your device. If Open Attachment does not appear in the menu, your device might not be enabled for attachment viewing.

To view document and spreadsheet attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, or the BlackBerry Internet Service™.

To view .zip, .htm, or .html attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 3.6 Service Pack 1 or later for Microsoft Exchange, BlackBerry Enterprise Server version 2.2 Service Pack 1 or later for IBM Lotus Domino, BlackBerry Enterprise Server version 4.0 or later for Novell GroupWise, or the BlackBerry Internet Service.

To view image attachments, your device must be integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later or the BlackBerry Internet Service.

Contact your system administrator or service provider for more information.

## How do I view password-protected file attachments?

You can only view password-protected .pdf files. If you receive a .pdf file that is password-protected, you must type the password to view the file. On the attachment screen, click the file name. Click **Password.** Type the password. Click the trackwheel.

## Can I set the amount of memory that my device uses for file attachments?

Yes. In the open attachment, click the trackwheel. Click **Options.** Set the **Cache Size** field.

## How do I change how file attachments are displayed?

Open the full content for a file attachment. Click the trackwheel. Click **Options.**

To change the font for your file attachments, set the **Font Family** and **Font Size** fields.

In document attachments, to use font sizes that reflect those in the original document, set the **Reflect Original Font Sizes** field to **Yes.**

To show a grid when viewing spreadsheet attachments, set the **Show Gridlines** field to **Yes.**

To label spreadsheet columns with letters and label spreadsheet rows with numbers, set the **Display Labels** field.

## How do I view cell contents in spreadsheet attachments?

When you select a cell, the contents appear at the top of the screen. If the contents are too long to see, click the cell. Click **View Cell.**

To view the contents of all the cells in a column, click the column label at the top of the screen. Click **Fit.**

To change the column size for all the columns in a spreadsheet, click the unmarked column label in the top left corner of the screen. Click a preferred size.

To change the default column size for all spreadsheet attachments, in the attachment options, set the **Column Width** field to **Large.**

## Why can't I view presentation slides?

To view a Microsoft® PowerPoint® presentation in its original format if your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 4.1 or later.

## Why is "More available" appearing at the end of my file attachment?

Long attachments are sent to your BlackBerry® device in sections. As you read the first section, the next section should be sent to your device automatically, if you are in a wireless coverage area. However, it might take several seconds before your device receives the next section.

To send only the first section of long attachments to your device, in the messages options, click **General Options.** Set the **Auto More** field to **No.** The next time that you receive a long attachment, "More available" appears at the bottom. To request more of the file attachment, click the trackwheel. Click **More.** To view the rest of the attachment, click **More All.**

## How do I search for text in a file attachment?

In the attachment, click the trackwheel. Click **Find.** Type the text. Click the trackwheel.

To make the Find feature case sensitive when searching, select the **Case Sensitive Search** check box.

If you have not retrieved all the text for a file attachment, a dialog box appears. To search the remaining text in the attachment, click **Yes.** If the search term is found, the content should be retrieved automatically.

To view the text on your BlackBerry® device, verify that you are in a wireless coverage area and that your device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

## What does skipped content mean?

The skipped content bar appears in a document attachment when more content is available, but it has not been retrieved. To retrieve skipped content, click the skipped content bar. Click **More.**

## Can I view tracked changes in document attachments?

Depending on the document type, you might be able to view tracked changes. In a document attachment, click the trackwheel. Click **Show Changes.** To hide tracked changes, click the trackwheel. Click **Hide Changes.**

# Synchronization — frequently asked questions

Can I reconcile email messages over the wireless network?

Can I synchronize PIM items over the wireless network?

How do I handle conflicts between my device and my desktop email program?

Why do some characters in my desktop calendar not appear correctly after synchronization?

Why are some of my email messages not reconciling over the wireless network?

Can I reconcile my personal folders?

Can I empty the deleted messages folder on my computer remotely?

Can I determine how much memory each database on my device is using?

## Can I reconcile email messages over the wireless network?

Yes. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®, verify that wireless email reconciliation is turned on in the messages options.

If your device is integrated with an account that uses the BlackBerry Internet Service™, and your service provider supports wireless email reconciliation, verify that you have turned on wireless email reconciliation in the messages options.

## Can I synchronize PIM items over the wireless network?

Yes. If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, verify that wireless synchronization is turned on in the tasks, memo, address book, and calendar options.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 2.1 or later, calendar appointments and meetings might be the only PIM items that can be synchronized over the wireless network. See the *BlackBerry Desktop Software Online Help* for more information about setting wireless calendar synchronization.

You must be in a wireless coverage area and your BlackBerry® device must be connected to the wireless network for PIM items to synchronize over the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

## How do I handle conflicts between my device and my desktop email program?

A conflict might occur if you edit the same item on your BlackBerry® device and in your desktop email program before synchronization occurs.

If you turn on wireless email reconciliation, set whether the device or desktop email program takes precedence when a conflict occurs. In the messages options, click **Email Reconciliation.** Set the **On Conflicts** field. You can set this option for each email account that is integrated with your device.

If you turn on wireless PIM synchronization, the information in your desktop email program should automatically take precedence over the data on your device when a conflict occurs. If you turn off wireless PIM synchronization and make changes to a PIM entry in your desktop email program and on the device, the conflicting information on the device is replaced by the information in your desktop email program when you turn on wireless PIM synchronization again. If you want to select manually how conflicts are handled, synchronize your device using the BlackBerry Desktop Software before you turn on wireless PIM synchronization.

If you use the BlackBerry Desktop Software to turn on wireless calendar synchronization, you can adjust the calendar conflict resolution settings in the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

## Why do some characters in my desktop calendar not appear correctly after synchronization?

If you create calendar entries on your BlackBerry® device that contain special accents or characters, and your desktop computer does not support those accents or characters, the characters do not appear in your desktop calendar correctly. On your desktop computer, verify that you have the correct default code page set and that you have proper font support installed on your computer. See your Microsoft® Windows® Online Help for more information about setting the default code page for your computer.

## Why are some of my email messages not reconciling over the wireless network?

If you are not in a wireless coverage area, your messages are not reconciled over the wireless network. See the printed documentation that accompanied your BlackBerry® device for more information about wireless coverage levels.

If you are in a wireless coverage area and you want to initiate email reconciliation from the device, in the messages list, click the trackwheel. Click **Reconcile Now.**

## Can I reconcile my personal folders?

Yes. If you are a Microsoft® Exchange user, and you use personal folders, you can reconcile email messages with personal folders using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

**Note:**

Even if you have turned on wireless email reconciliation on your BlackBerry® device, you must use the BlackBerry Desktop Software with personal folders.

## Can I empty the deleted messages folder on my computer remotely?

Yes. In the messages options, click **Email Reconciliation.** Click the trackwheel. Click **Purge Deleted Items.** Click **Yes.**

To use this feature, your BlackBerry® device must be integrated with an account that uses BlackBerry Enterprise Server™ version 3.6 or later for Microsoft® Exchange and wireless email reconciliation must be turned on. Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

# Browser — frequently asked questions

Why are there no browsers available on my device?

Can I use the BlackBerry Browser?

How do I change my browser settings?

How do I change the browser home page?

How do I change the type of content that the browser accepts?

Can I override the character set encoding of web pages?

Why do some characters not appear correctly on my device?

How do I select images and text on a web page?

What is the Available Offline check box that appears when I'm adding a bookmark?

Can I view web pages that contain JavaScript or animated graphics?

Why did a web page form not submit?

Can I be prompted before scripts are run on my device?

How do I change which browser opens when I click a link in an open message?

On my browser home page, when I hold the Escape button, the program closes. Can I change this?

How do I set WAP Browser security options?

## Why are there no browsers available on my device?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

Depending on your service provider or your theme, the location and name for your device browsers might change.

## Can I use the BlackBerry Browser?

Yes, if your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 3.5 or later for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or later for IBM® Lotus® Domino®, or BlackBerry Enterprise Server version 4.0 or later for Novell® GroupWise®. Contact your system administrator for more information about the BlackBerry Browser.

## How do I change my browser settings?

In the browser, click the trackwheel. Click **Options.** Various settings are available on the Browser Configuration, General Properties, and Cache Operations screens.

**Note:**

You might be restricted from changing your BlackBerry® device browser settings. Contact your system administrator for more information.

## How do I change the browser home page?

In the browser options, click **Browser Configuration.** In the **Home Page Address** field, change the web page address. Save the changes.

Depending on your service provider, you might not be able to change your home page.

## How do I change the type of content that the browser accepts?

In the browser options, click **Browser Configuration.** Set the **Content Mode** field. Save the changes.

## Can I override the character set encoding of web pages?

Yes. On a web page, click the trackwheel. Click **Set Encoding.** Clear the **Auto mode** check box. Set the **Default Charset** field. Click **OK.** The browser uses the default character set to display all web pages.

## How do I select images and text on a web page?

To select text and images that are not links, on a web page, click the trackwheel. Click **Select Mode**. In select mode, you can scroll through content one line at a time and select images. To switch your browser back to view mode, click the trackwheel. Click **View Mode**. In view mode, you can scroll through web page content quickly and the cursor only selects links.

## What is the Available Offline check box that appears when I'm adding a bookmark?

If you select the Available Offline check box, you can view a web page when your BlackBerry® device is not connected to the wireless network or when you are outside a wireless coverage area. When you view the web page offline, it displays the information that was current when you last viewed the bookmark online. To change this check box, you must create the bookmark again.

## Can I view web pages that contain JavaScript or animated graphics?

Yes. Use the BlackBerry® Browser to view HTML web pages that contain JavaScript™ or animated graphics.

To view web pages that contain JavaScript, in the browser options, click **Browser Configuration.** Select the **Support JavaScript** check box. Save the changes.

To view animated graphics, in the browser options, click **General Properties.** Set the **Repeat Animations** field. Save the changes.

To view web pages that contain JavaScript or animated graphics using the BlackBerry Browser, your BlackBerry device must be integrated with an email account that uses BlackBerry Enterprise Server™ version 4.0 or later. Contact your system administrator for more information.

**Note:**

The BlackBerry Browser does not support some style sheets or dynamic HTML.

## Why did a web page form not submit?

Verify that you are in a wireless coverage area and that your BlackBerry® device is connected to the wireless network. See the printed documentation that accompanied your device for more information about wireless coverage levels.

## Can I be prompted before scripts are run on my device?

Yes. In the browser options, click **General Properties.** Select the **Prompt Before Running WML Scripts** check box. You are prompted before browser scripts are run.

## How do I change which browser opens when I click a link in an open message?

In the device options, click **Advanced Options.** Click **Browser.** Set the **Default browser configuration** field. Save the changes.

## On my browser home page, when I hold the Escape button, the program closes. Can I change this?

Yes. In the browser options, click **General Properties.** Select the **Prompt Before Closing Browser On Escape** check box. A dialog box appears before the browser closes.

## How do I set WAP Browser security options?

To set WAP Browser security, in the device options, click **Security Options.** Click **WTLS** (Wireless Transport Layer Security). In the **Encryption Strength** field, set the encryption level for connecting to your WAP gateway. In the **Prompt For Server Trust** field, set whether a dialog box appears when the BlackBerry® device cannot authenticate a WTLS connection automatically.

# Contacts — frequently asked questions

How do I add multiple contacts with the same name to my contact list?

Can I change how my contacts or tasks display?

What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?

Why does the Add Custom Phone Tune option not appear?

How do I change the volume level for the custom phone tune?

Can I clear all the categories that apply to a contact, task, or memo?

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

## How do I add multiple contacts with the same name to my contact list?

In the address book options, set the **Allow Duplicate Names** field to **Yes.** Save the changes.

## Can I change how my contacts or tasks display?

Yes. In the address book, tasks, or memo options, set the **Sort By** field. Save the changes.

## What are the User 1, User 2, User 3, and User 4 fields on the New Address screen?

These fields are custom fields where you can add information about your contacts, such as spouse name or nickname. You can set up your BlackBerry® Desktop Software to synchronize with these custom fields in your desktop email program.

You can only synchronize the information in a custom field with a text field in your desktop email program. For example, you cannot add a contact's birthday in a custom field and synchronize it with your desktop email program. The birthday field is a date field in your desktop email program, not a text field.

To change the field name for a custom field, when creating or editing a contact, click the trackwheel. Click **Change Field Name.**

See the *BlackBerry Desktop Software Online Help* for more information about synchronizing custom fields with fields in your desktop email program.

## Why does the Add Custom Phone Tune option not appear?

The Add Custom Phone Tune option does not appear in the menu if a custom phone tune has already been added for the contact. A Calls From profile exception appears in the profiles list for contacts with a custom phone tune.

## How do I change the volume level for the custom phone tune?

Custom phone tunes are based on the active notification profile. When you add a custom phone tune from the address book, the volume for the tune matches the volume that is set in the active notification profile. To create a custom phone tune with a different volume level, in the profiles list, create an exception that is based on a profile that is different from the active profile.

## Can I clear all the categories that apply to a contact, task, or memo?

Yes. When editing the contact, task, or memo, click the trackwheel. Click **Categories.** Click the trackwheel. Click **Clear Selection.** Save the changes.

## Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

Yes. In the address book, calendar, tasks, or memo options, set the **Confirm Delete** option to **No.** Save the changes.

## How do I know how many contacts, calendar entries, tasks, or memos I have saved?

In the address book, calendar, tasks, or memo options, the Number of Entries field displays how many contacts, calendar entries, tasks, or memos are saved.

# Calendar — frequently asked questions

Can I synchronize PIM items over the wireless network?

Are there any restrictions for using the calendar with Lotus Notes?

How do I expand the number of hours that are shown in the calendar?

How do I change the day of the week that displays first when viewing the calendar in Week view?

Can I remove the prompt that appears before I delete contacts, calendar entries, tasks, or memos?

How do I scroll through the calendar in each view?

How do I change how long appointments remain in the device calendar?

How do I know how many contacts, calendar entries, tasks, or memos I have saved?

Can I set a snooze time for task and calendar reminders?

What is dismissed if I click Dismiss All in a reminder?

Can I show tasks in the device calendar?

Why do some characters in my desktop calendar not appear correctly after synchronization?

## Are there any restrictions for using the calendar with Lotus Notes?

Yes. If you are an IBM® Lotus Notes® user, you cannot create appointments that span multiple days. Also, you can only edit the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when editing a recurring appointment or meeting. When editing a recurring meeting that you created, you can also edit the meeting participants.

## How do I expand the number of hours that are shown in the calendar?

In the calendar options, set the **Start Of Day** and **End Of Day** fields. Save the changes.

## How do I change the day of the week that displays first when viewing the calendar in Week view?

In the calendar options, set the **First Day Of Week** field. Save the changes.

## How do I scroll through the calendar in each view?

In Day view, roll the trackwheel to move through the hours in a day. Roll the trackwheel to the top of the screen to select a day in the navigation bar. Click the trackwheel to view the selected day. Hold the **Alt** key and roll the trackwheel to move from one day to the next.

In Week view, roll the trackwheel to move vertically through the hours in a day. Hold the **Alt** key and roll the trackwheel to move horizontally through the days of the week.

In Month view, roll the trackwheel to move horizontally through the days of the month. Hold **Alt** and roll the trackwheel to move vertically between weeks.

In Agenda view, roll the trackwheel to move through the appointments. Hold the **Alt** key and roll the trackwheel to move through days.

## How do I change how long appointments remain in the device calendar?

To change the number of days that your BlackBerry® device keeps appointments in the calendar, in the calendar options, set the **Keep Appointments** field.

Appointments in your device calendar that are older than the number of days that you specify in the Keep Appointments field are deleted from your device. The appointments can be restored, however, if you set the Keep Appointments field to a longer period of time. When you increase the amount of time in this field, any appointments in your calendar during that period of time appear in your device calendar.

## Can I set a snooze time for task and calendar reminders?

Yes. In the tasks or calendar options, set the **Snooze** field.

## What is dismissed if I click Dismiss All in a reminder?

If **Dismiss All** appears in a task or calendar reminder, more than one task or calendar reminder is available. If you click **Dismiss All,** the current reminder and all other reminders of that type are dismissed.

## Can I show tasks in the device calendar?

Yes. In the calendar options, set the **Show Tasks** field to **Yes.** Save the changes.

# Bluetooth — frequently asked questions

How do I connect my BlackBerry device with another Bluetooth-enabled device?

How do I connect my BlackBerry device with my computer?

How do I know when my Bluetooth radio is on?

What if I can't type a passkey on the Bluetooth-enabled device that I want to pair with?

Why does my list of paired Bluetooth-enabled devices not appear?

Can I connect to Bluetooth-enabled devices without being prompted?

Can I prevent Bluetooth-enabled devices from discovering my device when it is within range?

## How do I connect my BlackBerry device with another Bluetooth-enabled device?

Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with a Bluetooth-enabled device.

In the list of paired Bluetooth-enabled devices, click a device. Click **Connect.**

## How do I connect my BlackBerry device with my computer?

Verify that your Bluetooth® radio is turned on and that your BlackBerry® device is paired with your computer.

In the list of paired Bluetooth-enabled devices, click your computer. Click **Connect.**

See the *BlackBerry Desktop Software Online Help* for more information about connecting your device to your computer using a Bluetooth wireless connection.

## How do I know when my Bluetooth radio is on?

Bluetooth® icons appear on the Home screen if your Bluetooth radio is on or if you are connected with another Bluetooth-enabled device.

See the printed documentation that accompanied your device for more information about Bluetooth icons.

## What if I can't type a passkey on the Bluetooth-enabled device that I want to pair with?

If the Bluetooth®-enabled device with which you are pairing has no screen where you can type a passkey, the passkey might be hard-coded. Try typing **0000** in the **Enter passkey for <device name>** field on your BlackBerry® device to pair with the new Bluetooth-enabled device.

## Why does my list of paired Bluetooth-enabled devices not appear?

Verify that your Bluetooth® radio is turned on and that you have added Bluetooth-enabled devices to the paired Bluetooth-enabled devices list on your BlackBerry® device.

See "Pair with another Bluetooth-enabled device" on page 67 for more information.

## Can I connect to Bluetooth-enabled devices without being prompted?

You can only connect to a Bluetooth®-enabled device without being prompted if the Bluetooth-enabled device is paired with your BlackBerry® device. In the paired Bluetooth-enabled devices list, click a paired Bluetooth-enabled device. Click **Device Properties.** Set the **Trusted** field to **Yes.**

## Can I prevent Bluetooth-enabled devices from discovering my device when it is within range?

Yes. In the Bluetooth® paired devices list, click the trackwheel. Click **Options.** Set the **Discoverable** field to **No.**

# Security – frequently asked questions

Why does the Verifying Security Software dialog box appear when I restart my device?

How do I restore my device after clearing it?

How do I prevent passwords from accidentally being copied to the clipboard?

Can I regenerate encryption keys from my device?

Why do additional security features appear in the device options?

How do I specify the criteria for random passwords that are generated in the password keeper?

How do I prevent passwords from appearing on the screen in the password keeper?

## Why does the Verifying Security Software dialog box appear when I restart my device?

When this dialog box appears, the BlackBerry® device is verifying that all security software is implemented properly on your device. The tests are designed to run automatically when your device restarts.

## How do I restore my device after clearing it?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server™ version 4.0 or later, contact your system administrator to initiate enterprise activation.

If you are using the BlackBerry Desktop Software, restore device data and services using the Backup and Restore tool. See the *BlackBerry Desktop Software Online Help* for more information.

## How do I prevent passwords from accidentally being copied to the clipboard?

In the password keeper options, set the **Allow Clipboard Copy** field to **False.**

## Can I regenerate encryption keys from my device?

If your BlackBerry® device is integrated with an account that uses BlackBerry Enterprise Server version 4.0 or later, you can regenerate encryption keys from the device.

If your device is integrated with an account that uses BlackBerry Enterprise Server version 3.6 or earlier for Microsoft® Exchange, BlackBerry Enterprise Server version 2.2 or earlier for IBM® Lotus® Domino®, or if you use the BlackBerry Desktop Redirector to forward messages to your device, update the encryption keys using the BlackBerry Desktop Software. See the *BlackBerry Desktop Software Online Help* for more information.

## Why do additional security features appear in the device options?

Additional security options such as Certificate Servers, Certificates, Key Stores, S/MIME, and Memory Cleaning might be available. You can use these options with the Secure Multipurpose Internet Mail Extensions (S/MIME) Support Package. See the *S/MIME Support Package User Guide Supplement* for more information.

## How do I specify the criteria for random passwords that are generated in the password keeper?

In the password keeper options, set the password length and specify whether randomly generated passwords must contain letters, numbers, or symbols.

## How do I prevent passwords from appearing on the screen in the password keeper?

In the password keeper options, set the **Show Password** field to **False.**

# Shortcuts

Home screen shortcuts
Options and fields shortcuts
Navigating screens shortcuts
Typing shortcuts
Editing text shortcuts
Phone shortcuts
Messages shortcuts
Search shortcuts
Attachments shortcuts
Browser shortcuts
Calendar shortcuts
Calculator shortcuts

## Home screen shortcuts

To return to the Home screen from any other screen, press the **End** key.

To lock the device, set a password. Hold the ***** key.

To unlock the device, press the **Send** key + the ***** key. Type your password.

To lock the keyboard, hold the ***** key.

To unlock the keyboard, press the **Send** key + the ***** key.

To switch between the Default and Vibrate notification profiles, hold the **#** key.

To move an icon on the Home screen, select the icon. Hold the **Alt** key and click the trackwheel. Click **Move Application.** Roll the trackwheel to move the icon. Click the trackwheel.

To hide an icon on the Home screen, select the icon. Hold the **Alt** key and click the trackwheel. Click **Hide Application.**

To show a hidden icon on the Home screen, hold the **Alt** key and click the trackwheel. Click **Show All.** Hold the **Alt** key and click a crossed-out icon. Click **Hide Application.**

To switch to another program, hold the **Alt** key and press the **Escape** button. Continue to hold the **Alt** key and select a program. Release the **Alt** key to switch to that program.

## Options and fields shortcuts

To select a check box, press the **Space** key. To clear a check box, press the **Space** key again.

To change an option field, hold the **Alt** key. Click a value.

To move to an item in a list or menu, type the first letter of the item.

To clear a field, click the trackwheel. Click **Clear Field.**

## Navigating screens shortcuts

To move the cursor, roll the trackwheel.

To move the cursor in a different direction, hold the **Alt** key and roll the trackwheel.

To exit a screen or dialog box, press the **Escape** button.

To click an icon or menu item, roll the trackwheel to select the item. Click the trackwheel.

To select multiple items or characters, hold the **Shift** key and roll the trackwheel.

To page up or down in a list, hold the **Alt** key and roll the trackwheel.

To move to the top of a screen, press **1.**

To move to the bottom of a screen, press **7.**

To move down a screen, press **9.**

To move up a screen, press **3.**

To move to the next item, press **2.**

To move to the previous item, press **8.**

To delete a selected item, press the **Backspace/ Delete** key.

## Editing text shortcuts

To move the cursor horizontally through a line of text, hold the **Alt** key and roll the trackwheel.

To select a line of text, press the **Shift** key and roll the trackwheel.

To select text character by character, hold the **Shift** key and roll the trackwheel.

To cut the selected text, press the **Shift** key + the **Backspace/ Delete** key.

To copy the selected text, press the **Alt** key and click the trackwheel.

To paste the selected text, press the **Shift** key and click the trackwheel.

# Legal notice

© 2005 Research In Motion Limited. All rights reserved. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. RIM, Research In Motion, ' Always On, Always Connected' and BlackBerry are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Research In Motion Limited is under license. IBM, Lotus, Domino, and Lotus Notes are either registered trademarks or trademarks of International Business Machines Corporation in the United States, other countries, or both. JavaScript is a trademark of Sun Microsystems, Inc. in the United States and other countries. Microsoft, Outlook, PowerPoint, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Novell and GroupWise are either registered trademarks or trademarks of Novell, Inc. in the United States and other countries. vCard and vCalendar are either registered trademarks or trademarks of the Internet Mail Consortium.

All other brands, product names, company names, trademarks and service marks are the properties of their respective owners.

The handheld and/or associated software are protected by copyright, international treaties and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in various countries around the world. Visit www.rim.com/patents.shtml for a current listing of applicable patents.

This document is provided "as is" and Research In Motion Limited (RIM) assumes no responsibility for any typographical, technical, or other inaccuracies in this document. RIM reserves the right to periodically change information that is contained in this document; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this document to you in a timely manner or at all. RIM MAKES NO REPRESENTATIONS, WARRANTIES, CONDITIONS, OR COVENANTS, EITHER EXPRESS OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, MERCHANTABILITY, DURABILITY, TITLE, OR RELATED TO THE PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE REFERENCED HEREIN OR PERFORMANCE OF ANY SERVICES REFERENCED HEREIN). IN CONNECTION WITH YOUR USE OF THIS DOCUMENTATION, NEITHER RIM NOR ITS AFFILIATED COMPANIES AND THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, OR CONSULTANTS SHALL BE LIABLE TO YOU FOR ANY DAMAGES WHATSOEVER BE THEY DIRECT, ECONOMIC, COMMERCIAL, SPECIAL, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR

INDIRECT DAMAGES, EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS REVENUE OR EARNINGS, LOST DATA, DAMAGES CAUSED BY DELAYS, LOST PROFITS, OR A FAILURE TO REALIZE EXPECTED SAVINGS.

You are solely responsible for the selection, implementation, and performance of any third-party applications that you use with the handheld or desktop software. Research In Motion does not in any way endorse or guarantee the security, compatibility, performance, or trustworthiness of any third-party application and shall have no liability to you or any third-party for issues arising from such third-party applications.

Licensed by QUALCOMM Incorporated under one or more of the following United States Patents and/or their counterparts in other nations:

4,901,307, 5,490,165, 5,056,109, 5,504,773, 5,101,501, 5,506,865, 5,109,390, 5,511,073, 5,228,054, 5,535,239, 5,267,261, 5,544,196, 5,267,262, 5,568,483, 5,337,338, 5,600,754, 5,414,796, 5,657,420, 5,416,797, 5,659,569, 5,710,784, 5,778,338

# Index


## A

About
  Convenience key, 76
accepting
  meeting invitations, 57
  service books, 95
accessibility, default volume, 15
activation, enterprise, 7
adding
  auto signature, 19
  call forwarding number, 14
  call notes, 13
  contacts, 51
  contacts from attachments, 35
  contacts from remote address book search results, 53
  contacts to email messages, 18
  contacts to PIN messages, 18
  contacts to profile exceptions, 72
  contacts to SMS messages, 26
  custom phone tunes, 52
  display language, 77
  meeting invitees, 57
  members to mailing lists, 52
  multiple contacts to filters, 20
  paired Bluetooth-enabled devices, 67
  pauses and waits, 53
  programs, 49
  ring tones, 49
  *See also* creating
address book
  custom fields, 125
  managing remote search results, 53
  searching remote, 53
  sharing with Bluetooth-enabled device, 68
  updating contacts from attachments, 35
  *See also* contacts
address book attachments
  about, 33, 35
  adding, 18
  opening, 35
addresses
  image, 46
  link, 46
  web page, 46
alarm
  frequently asked questions, 63
  notification, 63
  reminders and power off, 79
  setting, 63
  silencing, 63
  snooze, 63
  turning off, 63
  volume, 63
  weekend notification, 63
alpha-dialing, 12
animated graphics, viewing, 122
answering calls, 11
appointments
  changing, 56
  deleting, 57
  number of, 126
  opening, 56
  recurring, 55
  scheduling, 55
  scheduling quickly, 56
area codes, setting default, 14
assisted global positioning system
  about, 10
  privacy, 10
  turning on, 10
attachments
  adding contacts from, 35
  MMS messages, 27
  opening, 33

shortcuts, 35
updating contacts from, 35
*See also* file attachments; address book attachments; images
auto signature
about, 19
adding, 19
automatic volume control
about, 14
setting, 14
AutoText
about, 41
creating entries, 42
deleting entries, 42
editing entries, 42
example, 41
inserting macros, 44
specified case and smartcase, 42
turning off for SMS messages, 42
using, 42
viewing entries, 42
available features, 99

## B

backlight
adjusting brightness, 75
configuring, 75
backup
about, 39
type of device data backed up, 39
battery
about, 79
extending life, 79
level, 79
Bluetooth
about, 67
about pairings, 67
accessing address book, 68
adding paired devices, 67
connecting with another Bluetooth-enabled device, 129
connecting with your computer, 129
discoverable, 68
editing paired device name, 68
encryption, 68
frequently asked questions, 129
paired devices list, 129
phone, 68
radio, 67
radio icon, 129
removing paired devices, 68
setting BlackBerry device name, 68
trusted device, 68, 130
book icon, *See* service books
bookmarks
adding folders, 48
available offline, 122
changing, 47
creating, 47
deleting, 47
moving, 48
organizing, 48
renaming folders, 48
BrickBreaker
checking high score site, 94
object, 93
paddle speed, 93
playing, 93
scoring, 93
submitting scores, 94
volume, 93
browser
about, 45
changing content type, 122
changing home page, 122
clearing cache, 48
closing, 46
controlling scripts, 123
frequently asked questions, 121
hiding, 46
home page, 46
JavaScript support, 122
navigating, 45
receiving content from web applications, 49
requirements for using, 121
selecting content, 45, 122
sending images, 46
sending links, 46

sending web page addresses, 47
shortcuts, 48
viewing content, 45, 122
viewing files in, 47
viewing history, 46
viewing images, 46
*See also* web pages
browser push
about, 49
notification options, 50
turning on, 50


## C


cache, browser, 48
calculator
converting measurements, 65
copying calculation, 65
memory, 65
shortcuts, 65
calendar
about, 55
changing default reminder length, 56
changing first day of week, 127
changing views, 55
default view, 55
dismissing all reminders, 128
expanding hours shown, 127
frequently asked questions, 127
navigating, 127
reminders and power off, 79
restrictions for Lotus Notes users, 127
scheduling appointments, 55
scheduling appointments quickly, 56
scheduling meetings, 56
setting notification for, 71
shortcuts, 57
showing tasks in, 128
snooze, 128
synchronizing, 37
today, 55
vCalendar attachments, 28
viewing agenda, 55
viewing day, 55
viewing month, 55
viewing next or previous, 55
viewing specific date, 55
viewing week, 55
call forwarding
adding forward number, 14
changing forward number, 102
deleting forward number, 14
requirements for using, 102
setting, 13
call logs
about, 13
adding notes, 13
deleting notes, 13
editing notes, 13
forwarding notes, 13
setting, 13
using, 13
call waiting, 11, 12
calls
alternating between, 12
answering, 11
automatic volume control, 14
default volume, 15
dialing using letters, 12
emergency, 9
emergency callback mode, 11
ending, 9, 11
ignoring, 11
logging, 13
making, 9
making three-way, 12
making using speed dial, 11
muting, 12
resetting timers, 16
setting notification for, 71
smart dialing, 14
TTY, 15
using Bluetooth during, 68
using speakerphone, 12
voice privacy, 15
*See also* phone
categories
about, 52

applying, 53
clearing all, 126
creating, 52
deleting, 53
sorting contacts by, 53
sorting memos by, 53
sorting tasks by, 53
changing
appointments, 56
bookmarks, 47
browser content type, 122
browser home page, 122
calendar views, 55
contacts in profile exceptions, 72
custom fields, 125
default calendar reminders, 56
device password, 84
email message recipients, 18
email messages, 18
first day of week in calendar, 127
mailing list members, 52
meeting invitees, 57
meetings, 56
message status, 19
password keeper password, 86
PIN messages, 18
sent messages, 18
task status, 59
volume for custom phone tunes, 126
*See also* editing; setting
checking voice mail, 11
clearing
all categories, 126
browser cache, 48
device data, 86
fields, 133
compressing data size, 85
conflicts, with desktop email program data, 118
connecting, to wireless network, 81
contacts
adding, 51
adding custom phone tunes, 52
adding to email messages, 18
adding to PIN messages, 18
adding to SMS messages, 26
allowing duplicate, 125
applying categories, 53
assigning speed dial, 12
calling, 9
changing in profile exceptions, 72
clearing all categories, 126
creating categories, 52
deleting, 51
deleting categories, 53
editing, 51
frequently asked questions, 125
managing remote search results, 53
number of, 126
searching in remote address book, 53
sorting, 125
sorting by category, 53
synchronizing, 37
vCard attachments, 28
viewing, 51
*See also* address book
content compression
about, 84
turning on, 85
content protection
about, 84
turning on, 85
Convenience key
About, 76
setting, 76
converting measurements, 65
copying
calculation, 65
password keeper passwords, 86
text, 41
corporate extension dialing, setting, 15
country codes, setting default, 14
coverage
frequently asked questions, 81
selecting network, 81
creating
AutoText entries, 42
bookmarks, 47
categories, 52

email messages, 17
filters, 20
filters quickly, 21
generic filters, 107
links, 105
mailing lists, 51
MMS messages, 27
PIN messages, 23
profile exceptions, 72
profiles, 71
random passwords, 86
SMS messages, 25
tasks, 59
*See also* adding
cursor speed, setting, 43
custom fields, 125
custom notification, *See* profile exceptions; custom phone tunes
custom phone tunes
about, 52
adding, 52
mute, 73
volume, 126
*See also* profile exceptions; custom notification
customizing, *See* setting
cutting text, 41

## D

declining meeting invitations, 57
default
length of calendar reminder, 56
profiles, 71
deleted items, emptying folder, 119
deleting
appointments, 57
AutoText entries, 42
bookmarks, 47
call forwarding number, 14
call notes, 13
categories, 53
contacts, 51
downloaded ring tones, 71
email messages, 18
filters, 21
images, 47
mailing lists, 51
meetings, 57
memos, 61
MMS messages, 28
multiple messages, 19
original text from reply, 18
over the wireless network, 37
password keeper passwords, 86
PIN messages, 23
prior messages, 19
profile exceptions, 72
profiles, 71
remote address book search results, 53
saved searches, 31
service books, 95
SMS messages, 26
speed dial numbers, 13
tasks, 59
themes, 76
third-party programs, 49
using email reconciliation, 37
*See also* removing
delivery confirmation
for PIN messages, 104
for SMS messages, 109
desktop email program
add out-of-office reply from device, 20
conflicts, 118
device
activating over wireless network, 7
backing up data, 39
changing folders on, 107
resetting, 80
restoring, 39
silencing, 73
turning off automatically, 79
turning on automatically, 79
turning on screen, 75
unlocking, 84
device data
backed up during wireless backup, 39
clearing, 86
reducing size, 85

restoring, 131
device password
about, 83
changing, 84
setting, 83
turning off, 84
dialing
adding pause, 53
adding wait, 53
using letters, 12
*See also* calls; phone
disconnecting, from wireless network, 81
dismissing all
calendar reminders, 128
task reminders, 128
display
language, 77
options, 75
distribution lists, *See* mailing lists
downloading
frequently asked questions, 50
images, 76
previewing ring tones, 50
programs, 49
ring tones, 49
themes, 76
draft messages, saving, 18


## E


editing
AutoText entries, 42
call notes, 13
contacts, 51
filters, 21
mailing lists, 51
memos, 61
paired Bluetooth-enabled device name, 68
password keeper passwords, 86
profile exceptions, 72
profiles, 71
saved searches, 31
shortcuts, 134
speed dial numbers, 13
task status, 59
*See also* setting; changing
email messages
adding contacts, 18
adding signature, 19
changing, 18
deleting, 18
filing, 18
filtering, 106
forwarding, 18
frequently asked questions, 103
opening, 17
redirecting from folders, 21, 107, 118
replying, 18
requirements for filing, 105
resending, 18
resending automatically, 18
restricting, 106
saving, 18
saving draft, 18
saving sent, 19
sending, 17
setting importance, 18
stop from sending, 104
viewing filed, 19
viewing longer subject line, 106
*See also* messages
email reconciliation
about, 37
deleted messages, 37
handling conflicts, 118
over the wireless network, 37
requirements for using, 117
with personal folders, 118
email redirection
frequently asked questions, 104
redirecting from folders, 21, 107
emergency
callback mode, 11
making calls, 9
emptying deleted items folder, 119
encryption keys
about, 85
regenerating, 85
requirements for regenerating from device, 131

ending, calls, 9, 11
enterprise activation, 7
escalating volume, 73
extending battery life, 79

## F

file attachments
about, 33
changing display of, 114
frequently asked questions, 113
memory use for, 114
navigating, 35
opening, 33
opening table of contents, 33
presentation attachments, 35
receiving more of long attachments, 114
requirements for viewing, 113
retrieving embedded content, 33
searching within, 114
showing tracked changes, 115
skipped content, 115
supported file formats, 33
viewing in the browser, 47
viewing information about, 34
viewing spreadsheet cells, 114
*See also* attachments; address book attachments; images
filing messages, 18, 105
filters
about, 20
adding multiple contacts, 20
based on sender, 21
based on subject, 21
creating, 20
creating generic, 107
creating quickly, 21
frequently asked questions, 107
managing, 21
order of, 20
finding
MMS number, 27
phone number, 9
PIN, 23
SMS number, 25
software version, 99
firewall, 89
folder redirection, setting, 21
folders
adding for bookmarks, 48
available for email redirection, 107
changing, 107
collapsing, 18, 48
expanding, 18, 48
redirecting email messages from, 21, 118
redirecting sent items, 21
renaming for bookmarks, 48
viewing filed email messages, 19
font, setting, 76
forwarding
call notes, 13
calls, 13
email messages, 18
MMS messages, 28
PIN messages, 23
SMS messages, 26
frequently asked questions
alarm, 63
automatic wireless backup, 39
Bluetooth, 129
browser, 121
calendar, 127
contacts, 125
downloading, 50
email messages, 103
email redirection, 104
file attachments, 113
filters, 107
general, 99
memos, 61
MMS messages, 111
network, 81
phone, 101
profiles, 73
programs, 50
security, 131
SMS messages, 109
synchronization, 117
tasks, 59

typing, 43
full content, opening, 33

## G

generating new encryption keys, 85
getting started, 7
groups, *See* mailing lists

## H

hiding
browser, 46
phone number, 102
programs, 133
sent messages, 105
sent SMS messages, 109
tracked changes in attachments, 115
high importance, setting, 18
home page, viewing, 46

## I

ignoring calls, 11
images
address, 46
copying addresses, 46
deleting, 47
downloading, 76
increasing detail in, 34
navigating, 46
opening, 47
panning, 34, 46
rotating, 34, 46
saving, 47
selecting, 45, 122
sending from browser, 46
showing placeholders on web pages, 46
viewing in browser, 46
zooming, 34, 46
*See also* file attachments; address book attachments; attachments
importance, setting, 18
increasing detail in images, 34
inserting macros in AutoText entries, 44
invitation, responding to, 57

## J

JavaScript support, 122

## K

key rate, setting, 43
keyboard lock, 84
keys, encryption, 85

## L

language
adding, 77
removing, 77
setting, 77
light
Bluetooth connection indication, 99
coverage area indication, 99
flashing, 99
low battery indication, 99
links
address, 46
copying addresses, 46
creating, 105
creating for PIN, 105
selecting, 45, 122
sending from browser, 46
using, 105
loading programs, 50
location-based services
about, 10
privacy, 10
locking
device, 84
keyboard, 84
logging calls, 13

## M

mailing lists
adding members, 52
changing members, 52
creating, 51
deleting, 51
deleting members, 52
editing, 51

viewing, 51
viewing members, 52
making
calls, 9
emergency calls, 9
three-way calls, 12
marking messages opened and unopened, 19
measurements, converting, 65
meetings
changing, 56
changing attendees, 57
deleting, 57
inviting attendees, 57
number of, 126
opening, 56
recurring, 56
removing attendees, 57
requirements for creating, 117
responding to invitations, 57
scheduling, 56
memory
changing cache size, 114
database sizes, 99
memos
applying categories, 53
clearing all categories, 126
creating categories, 52
deleting, 61
deleting categories, 53
editing, 61
number of, 126
sorting by category, 53
synchronizing, 37
viewing, 61
writing, 61
messages
changing, 18
deleting, 106, 110
deleting multiple, 19
different icons, 105
filing, 105
hiding sent, 105
marking opened, 19
marking unopened, 19
opening from different accounts, 17
preloaded on device, 104
receiving more of long messages, 105
resending, 18
searching, 31
searching by recipient, 32
searching by sender, 32
searching by service, 31
searching by subject, 32
sending from different accounts, 17
sending images in, 46
sending links in, 46
sending web page addresses in, 47
setting notification for, 71
setting search criteria, 31
shortcuts, 21
stop forwarding, 107
MMS messages
about, 27
attachments, 27
deleting, 28
filtering, 111
finding number, 27
forwarding, 28
frequently asked questions, 111
image attachments, 28
notification, 28, 111
opening, 27
options, 111
presentations, 112
replying, 28
retrieving, 27
saving, 28
sending, 27
sending from browser, 28
vCalendar attachments, 28
vCard attachments, 28
viewing, 27
viewing size, 112
*See also* messages
moving
bookmarks, 48
icons on Home screen, 133

message filter position, 21
profile exceptions, 72
speed dial contacts, 13
multi-media message service, *See* MMS messages
muting calls, 12

**N**

navigating
browser, 45
calendar, 127
file attachments, 35
images, 46
presentations, 35
shortcuts, 133
notification
flashing light, 99
for browser push, 50
for MMS messages, 111
for voice privacy, 16
setting for programs, 71
turning off, 73
*See also* profiles
numbers
finding MMS, 27
finding phone, 9
finding PIN, 23
finding SMS, 25

**O**

opening
address book attachments, 35
appointments, 56
email messages, 17
embedded content in attachments, 33
file attachments, 33
images, 47
meetings, 56
messages from different accounts, 17
MMS messages, 27
PIN messages, 17
SMS messages, 25
tasks, 59
*See also* viewing; showing
order, of filters, 20
organizing bookmarks, 48
out-of-office reply
about, 20
setting, 20
turning off automatically, 20
owner information, setting, 87

**P**

pairings, Bluetooth, 67
panning images, 46
password keeper
about, 85
criteria for generating random passwords, 132
options, 132
passwords
changing password keeper password, 86
copying, 86
creating random, 86
criteria for random passwords, 132
deleting in password keeper, 86
displaying in password keeper, 132
editing in password keeper, 86
preventing copying, 131
storing, 85
viewing in password keeper, 86
*See also* device password
pasting text, 41
pause
about, 53
adding, 53
personal folders, reconciling with, 118
personal identification number, *See* PIN
phone
A-GPS support, 10
alternate between calls, 12
assigning speed dial, 12
automatic volume control, 14
Bluetooth, 68
call waiting, 11, 12
calling corporations, 15
checking voice mail, 11
dialing using letters, 12
emergency callback mode, 11

finding number, 9
forwarding calls, 13
frequently asked questions, 101
hiding phone number, 102
restricting identity, 102
setting default country and area codes, 14
shortcuts, 16
smart dialing, 14
TTY, 15
turning on A-GPS support, 10
using other programs, 12
using speed dial, 11
using when device is locked, 101
voice mail, 15
volume, 12
*See also* calls
phone book, *See* address book; contacts
phone calls, *See* calls
pictures, navigating, 46
PIN messages
about, 23
adding contacts, 18
changing, 18
deleting, 23
forwarding, 23
frequently asked questions, 103
opening, 17
replying, 23
resending, 18
resending automatically, 18
saving, 23
sending, 23
setting as high priority, 106
viewing longer subject line, 106
*See also* messages
PIN, finding, 23
power
about, 79
turning off, 79
turning off automatically, 79
turning on automatically, 79
presentations
MMS messages, 112
navigating, 35
viewing, 34
preventing, copying passwords, 131
previewing ring tones, 50
priority of messages, setting, 18
privacy
for calls, 15
location-based services, 10
profile exceptions
about, 72
adding contacts to, 72
changing contacts, 72
creating, 72
deleting, 72
deleting contacts, 72
editing, 72
moving, 72
turning off, 72
turning on, 72
profiles
about, 71
alarm, 63
creating, 71
creating exceptions, 72
deleting, 71
editing, 71
enabling, 71
escalating volume, 73
frequently asked questions, 73
*See also* ring tones
programs
adding, 49
deleting, 49
downloading, 49
frequently asked questions, 50
loading, 50
switching between, 133
third-party and data transmissions, 89
viewing details, 49
viewing list, 49
*See also* third-party programs
protecting, device content, 85

## R

recalling saved searches, 31

recipient, searching by, 32
recurring appointments, *See* appointments
recurring meetings, *See* meetings
redirecting email messages, 21, 107
reducing data size, 85
refreshing web pages, 46
registering with the wireless network, 81
reminders
  calendar, 56, 128
  dismissing all, 128
  power off, 79
  tasks, 59, 128
remote address book search, 53
removing
  display language, 77
  meeting invitees, 57
  paired Bluetooth-enabled devices, 68
  SMS message history, 26
  *See also* deleting
replying
  deleting original text, 18
  email messages, 18
  MMS messages, 28
  PIN messages, 23
  SMS messages, 26
requirements
  browser, 121
  call forwarding, 102
  email reconciliation, 117
  filing messages, 105
  regenerating encryption keys from device, 131
  three-way calls, 101
  TTY, 102
  viewing file attachments, 113
  wireless PIM synchronization, 117
resending
  email messages, 18
  pending email messages, 18
  pending PIN messages, 18
  PIN messages, 18
  SMS messages, 26
resetting
  call timers, 16
  device, 80
restoring
  about, 39
  deleted service books, 95
  device, 131
  device data, 39
ring tones
  adding, 49
  deleting, 71
  downloading, 49
  listening, 71
  previewing, 50
  showing, 71
  testing, 71
  *See also* profiles
rotating images, 46

## S

saving
  draft email messages, 18
  email messages, 18
  images, 47
  MMS messages, 28
  PIN messages, 23
  searches, 31
  sent email messages, 19
  SMS messages, 26
  web page requests, 47
  web pages, 47
scheduling
  appointments, 55
  appointments quickly, 56
  meetings, 56
screen
  home screen background, 75
  options, 75
  power save mode, 99
  turning on, 75
scrolling
  horizontally in attachments, 35
  in opposite direction, 133
  through calendar views, 127
search criteria, setting, 31
searches
  deleting saved, 31

editing saved, 31
recalling saved, 31
saving, 31
viewing last, 32
viewing saved, 31
searching
about, 31
by recipient, 32
by sender, 32
by service, 31
by subject, 32
remote address book, 53
setting search criteria, 31
shortcuts, 32
within attachments, 114
security
additional features, 131
certificate servers, 131
certificates, 131
changing device password, 84
content compression, 84
content protection, 84
encryption keys, 85
firewall settings, 89
frequently asked questions, 131
key stores, 131
locking device, 84
memory cleaning, 131
password keeper, 85
permissions for third-party programs, 90
regenerating encryption keys, 85
S/MIME, 131
self tests, 86, 131
setting third-party program permissions, 89
storing passwords, 85
third-party programs accessing connections with the device, 91
third-party programs accessing external connections, 90
third-party programs accessing personal information, 91
third-party programs transmitting data, 89
turning off device password, 84
verifying software, 86
WTLS, 48
selecting wireless network, 81
sender
creating filters using, 21
searching by, 32
sending
address book attachments, 18
email messages, 17
images in messages, 46
links in messages, 46
messages from different accounts, 17
MMS messages, 27
MMS messages from calendar, 28
MMS messages from pictures list, 28
PIN messages, 23
SMS messages, 25
web page addresses, 47
sent items
hiding, 105
hiding SMS, 109
redirecting to device, 21
saving, 19
viewing, 19
service books
about, 95
accepting, 95
deleting, 95
receiving, 95
restoring deleted, 95
viewing, 95
service, searching by, 31
setting
alarm, 63
alarm volume, 63
cursor speed, 43
default volume for calls, 15
device password, 83
folder redirection, 21
font, 76
home screen background, 75
importance level of messages, 18
language, 77
out-of-office reply from device, 20

owner information, 87
profiles, 71
search criteria, 31
theme, 76
TTY, 15
voice mail options, 15
WTLS, 123
*See also* editing; changing
short message service, *See* SMS messages
shortcuts
for attachments, 35
for calculator, 65
for calendar, 57
for changing options, 133
for clearing fields, 133
for editing text, 134
for messages, 21
for navigating screens, 133
for searching, 32
for typing, 43
for using the browser, 48
for using the phone, 16
using on Home screen, 133
showing
programs, 133
tasks in the calendar, 128
tracked changes, 115
*See also* viewing
silencing
alarm, 63
device, 73
size, database, 99
skipped content, 115
smart dialing
about, 14
corporate extension dialing, 15
default area code, 14
default country code, 14
smartcase, definition, 42
SMS messages
about, 25
adding contacts, 26
deleting, 26
delivery confirmation, 109
display more items in thread, 109
finding number, 25
forwarding, 26
frequently asked questions, 109
hiding sent, 109
opening, 25
options, 110
removing history, 26
replying, 26
resending, 26
saving, 26
sending, 25
turning off AutoText, 42
typing SMS numbers, 25
*See also* messages
snooze
setting for alarm, 63
setting for calendar, 128
setting for tasks, 128
using for alarm, 63
software version, 99
sorting, PIM items by category, 53
sounds, *See* profiles
speakerphone
using during calls, 12
specified case, definition, 42
speed dial
assigning numbers, 12
assigning to contacts, 12
deleting, 13
editing, 13
moving contacts, 13
using, 11
viewing list, 13
spreadsheet attachments, viewing cell contents, 114
subject
creating filters using, 21
searching by, 32
viewing more of, 106
SureType
shortcuts, 43
typing, 41
using word list, 41
switching programs, 133

synchronization
frequently asked questions, 117
over the wireless network, 38
synchronizing
calendar, 37
contacts, 37
memos, 37
messages, *See* email reconciliation
tasks, 37

## T

table of contents, opening for file attachments, 33
task switcher, 133
tasks
applying categories, 53
changing status of, 59
clearing all categories, 126
creating, 59
creating categories, 52
deleting, 59
deleting categories, 53
dismissing all reminders, 128
frequently asked questions, 59
number of, 126
opening, 59
setting notification for, 71
showing in the calendar, 128
snooze, 128
sorting by category, 53
synchronizing, 37
text
cutting or copying, 41
pasting, 41
shortcuts for editing, 134
text messages, *See* SMS messages
text telephone, *See* TTY
theme
about, 76
deleting, 76
downloading, 76
setting, 76
third-party programs
connections on the device, 91
data transmissions, 89
external connections, 90
permissions, 90
personal information, 91
setting permissions for, 89
three-way calls
making, 12
requirements, 101
timers, resetting, 16
tracked changes, viewing, 115
TTY
about, 15
requirements for using, 102
setting, 15
tunes, *See* ring tones; profiles
turning off
alarm, 63
all notification, 73
AutoText for SMS messages, 42
Bluetooth radio, 67
device automatically, 79
device password, 84
filters, 21
out-of-office reply automatically, 20
profile exceptions, 72
speakerphone during calls, 12
turning on
A-GPS support, 10
alarm snooze, 63
Bluetooth radio, 67
browser push, 50
calendar snooze, 128
content compression, 85
content protection, 85
device automatically, 79
device password, 83
device screen, 75
filters, 21
profile exceptions, 72
speakerphone during calls, 12
tasks snooze, 128
wireless email reconciliation, 37
wireless PIM synchronization, 38
typing
copy text, 41

cut text, 41
frequently asked questions, 43
letters in phone numbers, 12
NUM lock, 43
passwords, 83
paste text, 41
setting cursor speed, 43
shortcuts, 43
SMS numbers, 25
text, 41
using AutoText, 42
using SureType, 41
using word list, 41

## U

unlocking
device, 84
keyboard, 84
user-defined fields, 125

## V

vCard attachments, *See* address book attachments
version, software, 99
viewing
animated graphics, 122
AutoText entries, 42
contacts, 51
filed messages, 19
filters, 21
images, 46
information about file attachments, 34
list of programs, 49
mailing lists, 51
memos, 61
MMS messages, 27
next and previous web pages, 46
password keeper passwords, 86
presentations, 34
program details, 49
saved searches, 31
sent items, 19
service books, 95
size of MMS messages, 112
specific date in calendar, 55
speed dial list, 13
spreadsheets, 34
table of contents of file attachments, 33
terms of last search, 32
*See also* opening; showing
voice mail
checking, 11
setting options, 15
voice privacy
about, 15
setting notification for, 16
volume
adjusting for phone, 12
alarm, 63
controlling automatically, 14
custom phone tunes, 126
escalating, 73
setting default for calls, 15

## W

wait
about, 53
adding, 53
web pages
address, 46
animated graphics, 122
canceling requests, 46
copying addresses, 46
opening, 45
refreshing, 46
saving, 47
saving requests, 47
select mode, 45, 122
sending addresses, 47
setting notification for, 71
showing placeholders, 46
submitting forms, 123
view mode, 45, 122
viewing files from, 47
viewing home page, 46
viewing images, 46
viewing next and previous, 46

*See also* browser
wireless
backup, 39
email reconciliation, 37
PIM synchronization, 38
restore, 39
wireless email reconciliation, turning on, 37
wireless network
connecting to, 81
disconnecting from, 81
frequently asked questions, 81
registering with, 81
selecting, 81
wireless PIM synchronization
about, 38
requirements, 117
turning on, 38
wireless transport layer security, *See* WTLS
word list
about, 41
navigating, 41
worksheet, selecting in attachments, 34
WTLS
about, 48
setting, 123

## Z

zooming images, 46